

Ishsta Glass

IT Analyst

Owasso, OK (918) 289-7012

ishstglass@yahoo.com linkedin.com/in/ishsta-glass/

SUMMARY

IT Operations & Security Analyst, Technical professional with over 6 years of experience maintaining high-uptime systems in 24/7 gaming and hospitality settings. Proven expertise in incident triage, deep-level diagnostics, and root cause analysis where system availability is tied directly to revenue. Skilled in network troubleshooting (TCP/IP), Active Directory management, and detailed documentation. Currently enhancing analytical threat detection capabilities through technical training at Atlas School, seeking to apply strong attention to detail and monitoring experience as an IT Analyst.

EXPERIENCE

Native Slots

Owner / Technical Data Analyst

Utilize Python and SQL to analyze machine performance data, identifying technical failure patterns and optimizing floor layouts for maximum operational efficiency.

Manage end-to-end technical projects, from data collection and diagnostic modeling to delivering actionable hardware-reliability reports for casino operations.

Perform hands-on technical diagnostics and configuration on diverse slot platforms, ensuring 99%+ uptime through data-driven preventative maintenance.

Provide specialized technical support and analytical consulting for Indigenous Gaming, focusing on system integrity and hardware performance for key clients.

Remington Park Casino

IT Desktop Support

Provided critical 24/7 IT support for casino systems (slot operations, table games, hospitality) and executive/operations teams.

Managed user accounts and permissions in Active Directory and performed network troubleshooting (TCP/IP, LAN/WAN) to resolve technical issues for 50+ users.

Troubleshooting, maintaining, and configuring Point of Sale (POS) systems, ensuring data integrity for financial and performance reporting.

OU Health

End User Device Analyst (Contract)

Managed and ensured the accuracy of large endpoint datasets while collaborating with technical services to deploy and test equipment.

CT Technologies

IT Technician II

Administered hardware, software, and VoIP systems for a 100+ employee casino, ensuring 99% operational uptime for key POS systems.

Claremore, OK

Nov 2023 to Present

Oklahoma City, OK

Aug 2022 to Nov 2023

Oklahoma City, OK

Mar 2022 to Jun 2022

Ponca City, OK

Sep 2017 to Mar 2021

EDUCATION

Atlas School

Diploma in Computer Science and Machine Learning

Intensive 20-month program focused on Machine Learning (Python, TensorFlow, Scikit-Learn) and AI-driven data analysis.

Specialized in building and deploying predictive models while gaining foundational exposure to full-stack development (C#, .NET, SQL, JavaScript).

Tulsa, OK

May 2026

SKILLS

Technical Support: Hardware Diagnostics & Repair, POS Systems (Micros/Agilysys), VoIP, Active Directory, Network Troubleshooting (TCP/IP, LAN/WAN), Windows, Linux

Data Analytics & Development: SQL, Python, Tableau, Scikit-Learn, Visual Studio, Predictive Modeling, Project Management

PROJECTS

BERT Tweet Sentiment Analyzer *Machine Learning Engineer*

Developed a sentiment analysis model using BERT to classify tweet data.

Implemented data preprocessing pipelines and fine-tuned the model for improved accuracy.

Technologies used: Python, TensorFlow/PyTorch, NLP libraries.

November 2025