BRANDIN SMITH

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CompTIA A+ | **CompTIA Security +** | **CompTIA Cloud+ Intermediate**

Career Objective

Highly skilled IT specialist with over 16 years of experience in Computer Information Technology. Seeking to apply extensive expertise in advanced technology, configuration management, and remote systems access to excel in the available position within your esteemed organization. *In addition to technical skills, effective communication, problem-solving abilities, and the capability to collaborate within a team are some of the many essential traits as a supervisor, in which I provided effective oversight in Human Resources as an HRG for policy implementation and managerial management for 5 years alongside payroll oversight for the Judges of the Court System.*

SKILLS & ABILITIES

- **Networking Skills:** Proficient in setting up and troubleshooting various computer networks, encompassing wired and wireless connections. Knowledgeable about network protocols and technologies.

- **Security:** Well-versed in implementing robust security measures to safeguard computer systems and data. Familiar with firewalls, antivirus software, encryption, access controls, and user rights management.

- **Remote Support Tools:** Experienced in utilizing remote access tools like TeamViewer/Remote Desktop to provide efficient technical assistance to users. Skilled in diagnosing and resolving software and hardware issues remotely.

- **macOS Support:** Proficient in supporting macOS systems, including installation, configuration, and troubleshooting. Knowledgeable about macOS-specific applications and their integration within network environments.

- **Hardware Repair and Data Recovery**: Skilled in identifying and resolving hardware problems, replacing faulty components, and performing system upgrades. Proficient in data recovery techniques and tools for retrieving lost or corrupted data.

- **Virtualization Technologies:** Experienced in working with virtualization platforms such as VMWare and Hyper-V. Capable of creating, managing, and troubleshooting virtual machines.

- **TCP/IP:** Solid understanding of the TCP/IP protocol suite and its role in network communication. Competent in diagnosing and resolving TCP/IP-related issues.

- **Printer Support:** Proficient in configuring and troubleshooting printers, both local and networked. Skilled in printer driver installation, print queue management, and resolving printing issues.

- **VPN (Virtual Private Network):** Familiarity with VPN technologies, including setup, configuration, and troubleshooting. Capable of ensuring secure remote access and maintaining VPN connectivity.

- **Software Deployment and Patch Management:** Knowledgeable in using tools such as SCCM, PDQ, and JAMF for software deployment, managing system updates, and ensuring compliance. Proficient in Active Directory administration, Group Policy configuration, and elevated rights account management.

- **T1-Client Local Domain Admins:** Skilled in managing T1-Client Local Domain Admins, including account management, access control, and permissions within the domain.

EXPERIENCE

Tier III Information Technology Support Specialist

UNIVERSITY OF KENTUCKY, July 2022 – <u>Currently Employed</u>
Interested in achieving: Career Path Growth to advance to the next level of IT.

- Proficient in providing comprehensive computer support for end users, covering hardware, software, networking, and business applications, including server administration.
- Skilled in handling customer technical support cases, with expertise in ADUC, PDQ Deploy/Inventory, and o365 support.
- Proven ability to achieve computer system objectives through effective data analysis, option evaluation, and proposing actionable solutions. Experienced in imaging, building packages, scripting, and elevated rights account management.
- Strong problem-solving skills, deep knowledge of network protocols, and expertise in server administration and group policy configuration. Excellent communication, organization, and adaptability, with a commitment to continuous learning in the dynamic field of IT.
- Proficient in server administration and management, encompassing on-premises servers (Windows Server, Linux, Unix), cloud platforms (Azure, AWS, GCP), and server virtualization (VMware, Hyper-V). Experienced in monitoring, tuning, and troubleshooting for optimal server performance and uptime.

Tier II Information Technology Support Specialist

CAPITAL DAY SCHOOL, June 2021 – May 2022
Departed Company due to contract for the school year during the summer was no longer valid (school system).

- Expertly maintained and administered computer networks and associated computing environments, encompassing computer hardware, systems software, applications software, and configurations.
- Demonstrated proficiency in diagnosing, troubleshooting, and resolving hardware, software, and network issues, efficiently replacing defective components when required.
- Proactively monitored network performance to identify areas requiring adjustments and anticipate future changes.
- Provided comprehensive IT support to staff members, faculty, and students, including Chromebooks and G-Suite administration.

Customer Service Account Representative

ARAMARK UNIFORM SERVICES, March 2019 – June 2021.
Departed Company due to advancement in pay along with enhanced pursuing my technology path.

- Delivered exceptional customer service by addressing daily calls and providing troubleshooting assistance with efficiency.
- Maintained accurate payment records using the "Get-Paid" program, ensuring meticulous tracking and documentation.
- Effectively communicated with companies experiencing payment delays, facilitating payment transactions on behalf of the organization.
- Provided customer service support, handling spreadsheets, and performing accounting-related tasks to ensure smooth operations.

Human Resources Generalist
KENTUCKY COURT OF JUSTICE, *October 2013 – February 2019*
Departed Company due to relocation along with new management of the Court System bringing in new staff.

- Successfully supervised and provided leadership to Judges, Attorneys, Pretrial Officers, and Managers in an HR policy management role.
- Acted as the organization's representative in personnel-related hearings and investigations, ensuring adherence to HR policies and procedures.
- Delivered exceptional customer service to faculty members, addressing inquiries related to payroll, insurance, and personal time off, while implementing IT solutions to streamline processes. Additionally, managed and maintained crucial databases such as the Kentucky Court of Justice database (KHRIS within SAP GUI), and SharePoint, and developed and oversaw the Timesheet Program and Personnel Database.

Computer Support Technician I
SAMSON STEEL CORPORATION, *July 2007 – October 2013.*
Departed Company due to Advancement in Career along with pay.

- Entered commands, using the computer terminal, and the activated controls on the computer and proficiently utilized computer terminals and activated controls on computer systems and peripheral equipment to execute commands, ensuring seamless integration and optimal equipment performance.
- Diligently monitored the system for any signs of equipment failure or performance errors, swiftly identifying and resolving issues to maintain smooth operation.
- Proactively addressed program error messages by diligently troubleshooting, resolving problems, and if necessary, terminating the program to minimize disruption.
- Provided prompt assistance to computer users facing challenges, effectively resolving issues through telephone support, and delivering remote assistance using advanced tools like TeamViewer, leveraging specialized IT expertise.

EDUCATION

WESTERN GOVERNORS UNIVERSITY
Accelerated B.S. to M.S. Information Technology Program

o Relevant Coursework: Information Systems Security, Database Management, Network Administration

SOUTHERN NEW HAMPSHIRE UNIVERSITY
Bachelor of Science (B.S.) Computer Information Technology
   o Relevant Coursework: Technical Support Fundamental, IT Project Management, Digital Computer Logic

SPENCERIAN COLLEGE
Associate of Science (A.S.) Computer Engineering Technology
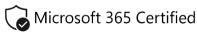   o Relevant Coursework: PC Software, PC Hardware, Data Structures with C/C++, Networking

Microsoft 365 Certified

CompTIA A+ - *Credential ID 1961-24965094*
CompTIA Security + - *Credential ID 1957-24965094*
CompTIA Cloud+ Intermediate - *Credential ID 1942-24965094*
Business Intelligence & Knowledge Management - *Credential ID 1600-24965094*
Certified Ethical Hacker (CEH) - *Credential ID 1930-24965094*
Office 365 Web Apps Certified - *Credential ID 2290-24965094*
Office 365 for End Users Certified - *Credential ID 2287-24965094*