Brock Brayboy

1301 Alexander St.

Fairmont, NC 28340

(910) 733-0135

brock.brayboy@gmail.com

EDUCATION

UNC Pembroke, Pembroke, NC

2004-2007

Major: Bachelor of Science in Computer Science

Related Courses: include Business Math, Linear Algebra, Probability & Statistics, Calculus, Management, Communications, Java,

C++, Data Structures, Assembly Language, Database Management, Computer Theory, and Advanced Software Project Management.

SKILLS

- Proficient in: Microsoft Visual C++ and C
- Familiar with: C#, Microsoft Visual Basic, Java, PHP, mySQL, and Microsoft Access
- Extensive experience with MS-DOS, Microsoft OS including Server Apps, Mac OS X 10.4, 10.5, and 10.6
- Knowledge of PC and Mac setup and installation, as well as various peripherals, data entry, and file updating, web support
- Skilled in maintaining small business networks independently as well as with a team
- Experienced in system-operations training, collections, and customer service.
- Writing procedure manuals
- Taken special computer-related training courses

EMPLOYMENT

Flo-Tite, Inc., Lumberton, NC

2012-Present

IT Administrator

- Oversee the development, implementation, and use of technology throughout the company.
- Responsible for a full range of information systems and telecommunications activities, including determining user requirements, recommending practical solutions, and leading company-wide efforts to improve the effective use of technology.
- Supervises IT Assistant and as we responsible for ensuring the integrity and security of all technology systems that support the company's end users and customers.
- learn emerging technologies and resolve any issues involved in integrating new technologies with existing systems. The IT Administrator is a key technical resource, providing advice, training and technical support for various projects. This position also works closely with Senior Management in evaluating current systems and aligning business objectives with the strategy for *technology*

Two Hawk Employment Services, Lumberton, NC   **2008-May 2010**

Media Center and Repair Depot Technician at UNC-Pembroke

- Diagnosed and performed hardware repairs on all Apple and Dell systems owned by University community
- Assisted with Active Directory and Microsoft Exchange rollout

• Assisted with installation and maintenance of projectors, SmartBoards, StarBoards, and other A/V Equipment located in

classrooms, conference rooms on campus.

• Assisted with the training of faculty and staff on usage of A/V equipment such as projectors, StarBoards, SmartBoards, etc.

• Responsible for keeping detailed reports on repairs, parts order, and parts return to Apple, Dell, and university Incident Management System.

• Responsible for contacting vendors and procuring replacement parts.

• Responsible for reimaging machines as needed.

• Set up multimedia equipment for University events, meeting and conferences

• Converted various types of media to other formats as needed such as DVD, .mp4, .mov, .flv, etc.

• Maintained check-out equipment and tracked usage of it

• Ensured the security of University equipment and data.

• Contributed to problem solving and procedure manual.

Bell's Computing & Consulting, Lumberton NC June 2010-May 2011

Computer/Network Administrator Assistant

• Installation of new systems and setup for various clients in Lumberton and surrounding areas

• Evaluate and upgrade specific machines, servers, towers, laptops, printers, scanners as needed.

• Configure software and hardware to specifics of each client's needs.

• Run data cables throughout buildings, connect fiber optics, move and organize data closets.

• Install and maintain VPNs for branch offices of several clients.

• Troubleshoot and repair software problems dealing with numerous office application including but not limited to MS Operating Systems, Office 2000 and higher, QuickBooks, Adobe apps, etc.

• Troubleshoot and repair hardware problems with Desktops, Servers, Laptops, Tablets, Printers, Scanners, Projectors, Routers, etc.

• Responsible for maintaining backups of data for various businesses including medical, dental, legal, manufacturing, etc.

• Also created and updated work orders in an incident management system.

Independent IT Consultant May 2011-Present

• Consult various companies and assess their needs for a secure and reliable network.

• Perform routine maintenance and backup of server

• Installation of new systems and setup

• Evaluate and upgrade specific machines, servers, towers, laptops, printers, and scanners.

- Configure software and hardware to specifics of network including routers, firewalls, etc.
- Run data cables throughout buildings, connect fiber optics, move and organize data closets.
- Troubleshoot and repair software problems dealing with Microsoft Office Suites, Server Apps, Mac OS apps, and other business related apps.
- Troubleshoot and repair hardware problems with Desktops, Servers, Laptops, Tablets, Printers, Scanners, Projectors, Routers, etc.
- Work with other vendors as needed to grant access to network resources
- Provide solutions to simplify business processes.

Certifications

- Apple Certified Support Professional