



Brian MacDonald

 brianmacdonald@live.com
 734.891.5783

 <https://arch-web.github.io/Brian-MacDonald-Web-Portfolio/>
 <https://www.linkedin.com/in/brian-macdonald-0a376913/>

DESKTOP SUPPORT SPECIALIST

CERTIFICATIONS



CompTIA Network+ February, 2018



CompTIA Security+ March, 2018

Apple Certifications SVC-19A and iOS-19A: ACiT 2019 iOS Service June, 2019

QUALIFICATION SUMMARY

- | | |
|---------------------------------------|----------------------------------|
| ▣ IT Administration/Support | ▣ Project Management |
| ▣ LAN/WLAN Management | ▣ Process Improvements |
| ▣ Certificate Management | ▣ Data Analysis |
| ▣ Active Directory Directory Services | ▣ Root Cause Analysis |
| ▣ Website Management | ▣ Operations Management |
| ▣ Website Development | ▣ Written & Verbal Communication |

TECHNICAL COMPETENCIES

- ▣ Familiar with Service Now ticketing system, CWDB, Wireshark, Nessus, and virtualization.
- ▣ Familiar with Sublime as well as languages such as HTML5, CSS, and macro programming.
- ▣ Knowledge of cyber security, risk management practices, security architectures and tools.
- ▣ Familiar with University core imaging, IT resource management, IT team collaboration.
- ▣ Familiar with Windows/Mac/Linux/iOS systems.

EXPERIENCE & EXPERTISE

University of Michigan Health Systems

September 2018 – Current

Desktop Services Specialist - Contractor via TEKsystems

- ▣ Provide operational support via device installation and configuration resulting in workable solutions which meet a user's IT needs. Provide assistance with Windows and iOS support, accounts and access, mobile device management, and printing support.
- ▣ Troubleshoot, document, and escalate IT incidents following determined scenario guidelines while ensuring follow through to resolution, in addition to monitoring trends in support requests and making recommendations to enhance future customer interactions.
- ▣ Provide tier 2 desktop and research support via email, phone and in-person interactions, while adhering to customer support agreement standards.
- ▣ Establish relationships using effective communication skills while collaborating with various customers and enterprise teams. Suggest and assist in implementing relevant enhancements to increase the customer experience.
- ▣ Advise customers on issues and solutions with technology security, setup, operation, and repair to provide an exemplary and comprehensive customer service experience resulting in positive customer service satisfaction surveys.

EXPERIENCE & EXPERTISE con't

Best Buy, Brighton, Michigan

February 2018 to Present

Geek Squad Agent

- ▲ Advise clients on issues and solutions with technology security, setup, operation, and repair to provide an exemplary and comprehensive customer service experience.
- ▲ Perform diagnostics and navigate requested and recommended repairs on Windows, Mac, Chromebook, iOS, and Android devices.
- ▲ Phone and in-person contact with clients to troubleshoot diagnostic discoveries and make recommendations for protecting and defending client devices.
- ▲ Install hardware and software, as well as clone and image systems, to optimize device performance and satisfy the computing needs of clients.

International Trucking School, Canton, Michigan

2013 – 2017

IT Administrator/Operations Manager

- ▲ Managed company-wide computer and printer issues and installations, reconfiguring network and solving issues with equipment connectivity utilizing Spiceworks network monitoring software in order to optimize bandwidth usage and maintain computer related work flows.
- ▲ Upgraded operating systems on Microsoft devices and maintained updates throughout device lifecycles.
- ▲ Installed and configured routers, Ethernet cables, monitors and printers.
- ▲ Provided daily troubleshooting and operation support for laptop, desktops, and mobile devices to maintain workflow efficiencies.
- ▲ Troubleshot PC performance and connectivity issues with devices and peripherals.
- ▲ Worked extensively with Microsoft Excel to predict future expenditures and their impact to cash flow based on fixed and variable costs and planned revenues, providing the company the ability to maintain positive cash flow and a healthy balance sheet.
- ▲ Troubleshot iOS mobile devices, as well as solved iOS device/PC interface issues.

TTL Associates, Inc., Toledo, Ohio

2008 – 2013

Geotechnical Engineer

- ▲ Project Manager for geotechnical investigations for various types of structures including roadways, bridges, shallow and deep foundation structures to provide clients with geotechnical related construction recommendations.
- ▲ Analyzed large sets of data, performed engineering calculations and created reports detailing investigation findings for various private and government clients ensuring cost effective construction and safety of projects for clients.

INFORMATION TECHNOLOGY TRAINING

New Horizons Computer Learning Center
Livonia, Michigan

October 2017 – January, 2018

CompTIA Network+ and Security+ Certification Course

EDUCATION

Michigan State University, East Lansing, MI
Bachelor of Science in Civil Engineering, 2002

VOLUNTEERING

Livingston County Habitat for Humanity, Brighton, MI
Frequent Staff Volunteer, 2017-2018