

Bryce Watson

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<https://portfolio.watsonserver.net/>

Summary

3 years of total IT experience. Led Help Desk team in overall performance. Managed IT inventory and builds, and increased builds efficiency by 300% and remote computer deployments by 300%. Led projects with I&O Services, IT Security, Network, and EA teams to resolve issues and deploy systems. Driving work to develop AI chatbot for internal use to significantly increase employee productivity.

Experience



AI Engineer Co-Op

Samtec Inc

Aug 2023 - Present (4 months)

Working to develop an API for an AI chatbot using LLMS with web integration for internal and external customers to increase efficiency and productivity with internal systems. Researched and built a proprietary document conversion system for internal use.



Help Desk Tier 3 Co-Op

Samtec Inc

Jun 2021 - Jul 2023 (2 years 2 months)

Helped end users resolve software and hardware issues. Led projects with I&O Services, IT Security, Network, and EA teams to resolve issues and deploy systems. Increased builds efficiency by 300% and remote computer deployments by 500%. Managed IT inventory and requests



I&O Services Systems Engineer Co-Op

Samtec Inc

Oct 2022 - Dec 2022 (3 months)



Sales Associate

The UPS Store

Mar 2020 - Jan 2022 (1 year 11 months)

Education



University of Louisville

BSBA, Computer Information Systems - Cybersecurity

Jun 2020 - Dec 2023



University of Louisville

BSBA, Computer Information Systems - Business Process Management

Jan 2020 - Dec 2023

Licenses & Certifications



Microsoft Excel (Microsoft 365 Apps and Office 2019) - Microsoft

CompTIA

CompTIA A+ - CompTIA

Issued Dec 2021 - Expires Apr 2026

CompTIA

CompTIA Network+ - CompTIA

Issued Apr 2022 - Expires Apr 2026

CompTIA

CompTIA IT Operations Specialist - CompTIA

Issued Apr 2022 - Expires Apr 2026

CompTIA

CompTIA Secure Infrastructure Specialist - CompTIA

Issued Apr 2023 - Expires Apr 2026

CompTIA

CompTIA Security+ - CompTIA

Issued Apr 2023 - Expires Apr 2026

Skills

System Administration • Microsoft Excel • Active Directory • Networking • Technical Support •
Customer Service • Project Management • C# • Office 365 Administration • Cybersecurity