**Brett Xavier Browning**

Baltimore, MD

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*Computer science undergraduate student with over 2 years of IT Support Desk experience seeking an internship opportunity that offers differentiating challenges in the field of Cybersecurity.*

**Education**

## Towson UNIVERSITY Towson, MD

*B.S. Computer Science* Expected Spring 2025

## Cumulative GPA: 3.685

* **Dean’s List**: Fall 2021, Spring 2022, Spring 2023, Fall 2023

**work history**

**Towson University Student Computing Services (SCS) Towson, MD**

*Support Desk Student Manager* August 2022 - Present

* Delegated tasks to 12 Support Desk Associates whilst directly overseeing the team’s daily operation
* Collaborated with Security Operations (SecOps) to re-enable compromised student accounts
* Responsible for ensuring over 3,500 tickets in TeamDynamix were accurately documented and assigned to the appropriate departments
* Assisted Support Desk Associates in troubleshooting student accounts, university-specific software, and personal device inspections

*Support Desk Associate* August 2021 - August 2022

* Provided support and ID verification for over 1,250 TU student NetID accounts
* Diagnosed and troubleshooted malware detection/removal, wi-fi connectivity and software operations on student-owned devices
* Performed repairs on WEPA printers and installed VoIP phones for faculty members

**Woodcroft Swim Club Snack Bar – Rolling Grill Pit Beef & Catering Baltimore, MD**

*Cook* May 2021 - August 2021

* Prepared and cooked differing fast-food options daily for dozens of customers
* Ensured food safety and helped maintain a healthy kitchen

**Additional Skills and recognitions**

**Technical Skills**

* Programming Languages: Java, C++ (basics), JavaScript
* Related Technologies: Microsoft Office, Windows OS, Linux OS (Ubuntu), HTML/CSS

**Extracurricular Achievements**

* Future Business Leaders of America (FBLA) 2019-2020 competition – Advanced to States
* Participant of CyberPatriot 2019 – Windows Server Specialist