# Brandon Lanoue

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## Highlight of Skills

- Provided tech support for over 20 client networks, resolving hardware, software, and connectivity issues across diverse environments.
- Firsthand experience with switches, routers, firewalls, 2FAs and unique network architecture.
- Familiar with Windows server, Active Directory, Office 365 user environments.
- Can effectively explain technical solutions to non-technical users ensuring clear understanding.
- Able to quickly learn and adapt to new systems, tools, and client-specific network setups.

## Education

**Mobile Application Development**                                            Sep 2024-Present
St. Clair College, Windsor, Ontario

- Learned how to develop applications in Java, JavaScript, PHP, and HTML languages.
- Had the Object Oriented Analysis and Design class which teaches how to effectively explain the layout and functions of your application to non-programmers.
- The class Java Programming 3 taught effective use of version management using GitHub.

**Computer Systems Technology – Networking**                                  Sep 2021-May 2024
St. Clair College, Windsor, Ontario

- Learned how networking works in regard to how computers communicate using TCI/IP, Ethernet, VLANs.
- Learned how wireless networks communicate and the current standards being used in modern day.
- Learned how to troubleshoot by using programs like Wireshark to analyze network packets.
- Learned how to effectively use Linux systems.

## Experience

**Tier 1 technician**                                                          May 2023-Present
Next Dimension Inc, Windsor, Ontario

- Gave advice to clients on what network devices they needed to purchase from us which cost more than $2000+.
- Had knowledge of over 30 clients network infrastructure and work environment.
- Troubleshooted issues that caused clients to lose over $1M in revenue.