

Braden Yates

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Work Experience

Student Help Desk - Northwest State Community College - 11/2017 to 05/2019

- Resolved passwords, software/hardware issues, and managed users in Active Directory.

Help Desk Team - Pedcor Investments - 08/2021 to 02/2022

- Managed 300+ end users, resolved networking, software/hardware issues, and deployed Cisco Meraki devices.

I.T. Help Desk - OpusVTR - 04/2022 to 07/2022

- Managed AWS and Microsoft Azure servers, troubleshooting networking issues, and deployed a PXE server.

I.T. Service Desk (Remote) - Dizer Corp. - 06/2023 to 12/2023

- Reset users passwords, resolved software / hardware issues, successfully closed 25+ tickets a day and used remote tool TightVNC.

Personal Projects

- Built a NAS Server for personal use as well as an Ad-Block server using a Raspberry Pi.

Education

Northwest State Community College - 11/2017 to 05/2019

- Computer Networking and Security

Four County Career Center - 11/2017 to 05/2019

- Computer Networking and Security

Skills

Network Security - 4 years

Active Directory - 4 years

Group Policy - 4 years

Virtualization (VMWare) - 4 years

Network and Server Administration - 4 years

VLAN Configuration - 4 years

DHCP Configuration - 4 years

Cloud Server (Azure / AWS) - 4 years

PowerShell Scripting - 2 years years

DNS Administration - 4 years

Certifications

CompTIA ITF+

MTA Windows OS Fundamentals Exam 98-349

MTA Networking Fundamentals Exam 98-366

MTA Security Fundamentals Exam 98-367

MTA Programming Using Python Exam 98-381

MTA Mobility and Devices Fundamentals Exam 98-368

MTA Cloud Fundamentals Exam 98-369

MTA Windows Server Administration Exam 98-365