

# Brandon D. Bailey

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## Education

### NORTH CAROLINA A&T STATE UNIVERSITY

Master's Information Technology

### GREENSBORO, NORTH CAROLINA

Graduation Date: December 2025

### WINSTON-SALEM STATE UNIVERSITY

Bachelor's Information Technology

### WINSTON-SALEM, NORTH CAROLINA

Graduation Date: May 2021

### RELEVANT COURSEWORK:

System Administration, System Design & Development, Database Management, Information Security, Microsoft Office 365

## Relevant Experience

### NEW YORK LIFE INSURANCE

#### Corporate Technology Analyst Intern

### MANHATTAN, NEW YORK

May 2025- Aug 2025

- Spearheaded cross-functional collaboration to streamline financial data pipelines, leveraging Python and AWS to boost data integrity and reduce manual validation by 30% across critical ETL workflows.
- Played a key role in deploying and optimizing ELT processes, enabling faster and more reliable ingestion of multi-asset class data (bonds, stocks, metals) from upstream systems into enterprise infrastructure.
- Engineered data validation and compliance reporting solutions using SQL and Power BI, delivering high-impact insights that directly supported regulatory audits and enhanced risk visibility for key stakeholders.

### NOVANT HEALTH

#### IT Support Specialist (Contracted through Axiom Technologies)

### WINSTON-SALEM, NORTH CAROLINA

March 2025- May 2025

- Delivered technical support for hardware, software, and network issues, achieving a 30% reduction in average resolution time and minimizing user downtime across the organization.
- Diagnosed and resolved system errors, performed preventative maintenance, and supported installations/configurations, boosting system reliability by 25%.
- Accurately documented technical issues and resolutions, streamlining escalation procedures and improving IT support team efficiency by 20% through enhanced communication and tracking.

### THE BROOKS GROUP

#### Virtual Program Producer (Part-Time)

### GREENSBORO, NORTH CAROLINA

Feb 2025- May 2025

- Oversaw all technical aspects of Zoom and Microsoft Teams sessions, achieving 99% uptime and flawless execution of over 20 Navy training classes through expert management of audio/video, screen sharing, breakout rooms, and participant access.
- Provided real-time troubleshooting and support during live sessions, reducing average resolution time of technical issues by 40% and ensuring uninterrupted user experience.
- Configured platform features to align with session goals and Navy compliance standards, increasing participant engagement by 25% and maintaining full adherence to security protocols.
- Acted as the primary technical liaison between instructors, Navy personnel, and internal teams, facilitating seamless communication and enabling 100% on-time delivery of all training sessions.

### AWRE SPORTS

#### Dev-Ops Engineer Intern (Remote)

### NEW JERSEY, UNITED STATES

Nov 2024- Dec 2024

- Led the migration of ECS clusters to Kubernetes, increasing deployment efficiency by 30% and enhancing container orchestration capabilities across environments.
- Architected and implemented scalable Kubernetes clusters with scaling-to-zero configurations, reducing resource consumption by up to 40% in staging and production workloads.
- Streamlined load balancer infrastructure by removing the Envoy proxy, resulting in a 25% improvement in response times and reduced system complexity.
- Improved PostgreSQL database performance by optimizing mirroring scripts and configuration settings, achieving a 20% reduction in query latency across staging and development environments.

## COMPUCOM

GREENSBORO, NORTH CAROLINA

### Data Migration Specialist (Contracted through Apex Systems)

Nov 2024- Nov 2024

- Led end-to-end workstation migrations across multiple departments, adhering to standardized protocols and ensuring 100% compliance with documentation procedures.
- Conducted detailed equipment inventory, accurately capturing and logging serial numbers, improving asset tracking accuracy by 35%.
- Provided hands-on desktop configuration support, streamlining user setup for Outlook signatures, OneDrive Sync, and browser preferences, resulting in a 25% reduction in post-migration support requests.
- Verified full functionality of M365 applications and optimized print configurations, enhancing overall user experience and reducing setup-related downtime by 20%.

## DIKIE THE GEEK

WINSTON-SALEM, NC

### Helpdesk Support Intern

Feb 2021 – May 2021

- Supported installation, maintenance, and troubleshooting of screens, monitors, printers, and PCs, contributing to a 30% increase in hardware uptime and user satisfaction.
- Responded to IT service requests via ServiceNow, consistently meeting SLA targets and resolving 95% of inquiries within the first contact.
- Delivered remote technical support through email and phone, reducing ticket escalation rates by 20% through clear communication and effective issue resolution.
- Managed and updated company social media accounts (Facebook, Instagram, X), increasing overall engagement by 40% through consistent branding and timely content.
- Assisted in web design and layout using Adobe Illustrator and Photoshop, while also supporting screen-printing and stationery production, improving creative output and delivery turnaround.

## UNIVERSITY OF GEORGIA

ATHENS, GEORGIA

### Video Game Teacher Assistant

Jul 2018– Jul 2018

- Designed and delivered interactive daily activities and projects in video game design and programming, increasing student engagement and comprehension by 30% using structured curriculum resources.
- Supervised and mentored students on collaborative game development projects, promoting teamwork, creativity, and problem-solving skills in a hands-on learning environment.
- Participated in weekly video game design classes to reinforce instruction and elevate classroom dynamics, contributing to a 25% improvement in overall student performance and feedback.
- Partnered with Duke TIP staff to refine the gaming curriculum and provide tailored support for student projects, resulting in higher-quality final presentations and enhanced student satisfaction.

## Technical Skills

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- **Cloud Platforms & Infrastructure as Code (IaC):**  
AWS (EC2, Lambda, S3, RDS), Azure, GCP, Terraform, Ansible, AWS CLI, Azure CLI
- **Data Engineering & Validation:**  
ETL/ELT pipeline development, Python (Pandas, NumPy), SQL (PostgreSQL), Data validation automation, Financial data modeling, Data quality auditing
- **CI/CD & Automation:**  
GitLab CI/CD, Jenkins, GitHub Actions, Bash/Shell scripting, PowerShell
- **Monitoring, Reporting & Visualization:**  
Prometheus, AWS CloudWatch, Power BI, AWS QuickSight, Custom dashboards, PostgreSQL tuning
- **Containers & Orchestration:**  
Docker, Kubernetes (cluster setup, scaling, monitoring), Microservices architecture
- **IT Operations & Support:**  
Windows, Mac, Linux, Active Directory, Windows Server, TCP/IP, DNS, DHCP
- **Healthcare IT & EHR Systems:**  
Epic, Meditech, ServiceNow, HIPAA compliance, MFA credential management, Endpoint protection tools
- **Device Management & Remote Tools:**  
AirWatch, IGEL, Remote Desktop, TeamViewer, AnyDesk
- **Data Migration & Technical Support:**  
Data backups, System imaging, Legacy system upgrades, Cloud migration assistance
- **Programming & Scripting Languages:**  
Python, SQL, JavaScript, C++, PowerShell, HTML, CSS
- **Version Control & Collaboration Tools:**  
Git, GitHub, GitLab, Jira, Confluence, Microsoft Teams, Zoom
- **Software Suites:**  
Microsoft Office (Excel, Word, PowerPoint), Adobe Creative Suite (Photoshop, Illustrator, Lightroom)
- **Core Strengths:**  
Technical troubleshooting, Cross-functional communication, Cloud migration support, Data integrity auditing, Workflow optimization, Confidentiality management, Multi-environment adaptability