

Branden B. Knight

(914) 363-8501 | connect@brandenknight.com | brandenknight.com
[GitHub](#) | [Linkedin](#)

Results-oriented IT professional with 5 years of professional experience and 7 years of related personal expertise in troubleshooting, server configuration, and network management. Skilled in leading high-performing teams and streamlining workflow to surpass targets. Enthusiastic about IT management and cybersecurity, demonstrated by a comprehensive homelab featuring over 35 different services. Seeking a challenging role in IT management.

PROFESSIONAL EXPERIENCE

U.S. Air Force

Cheyenne, WY

Intercontinental Ballistic Missile Maintenance Team Chief – Staff Sergeant

August 2019–Present

- As Team Chief (Maintenance Supervisor), effectively managed and mentored my maintenance team, leading 264 dispatches and 3,152 maintenance man-hours. My leadership was instrumental in securing F.E. Warren's top Nuclear Command & Control ranking among three Missile Wings, demonstrating my ability to drive team performance and meet strategic objectives
- Orchestrated a 30-member team in resolving a critical Extremely High Frequency (EHF) system failure, supporting Raytheon's warranty program and restoring five \$1.5M antenna assemblies
- Rallied an emergency response team and single-handedly executed the recovery of a nuclear-certified asset from the field, averting an overnight stay for nine personnel and ensuring the safe return of a \$59M resource to base
- Delivered emergency Strategic Automated Command and Control System support to eight agencies over 12 days, earning Maintenance Group's US Strategic Command Team of 2020 Award and sustaining a 99% system availability rating
- Expedited clearance of missile communication backlog, eliminating Nuclear Command and Control degrade outages and fortifying US Strategic Command's targeting capabilities
- Demonstrated system expertise by flawlessly passing ten Quality Assurance evaluations without any errors, an achievement that led to my Team Chief certification within the first year
- Upheld a top-secret clearance throughout Air Force service, demonstrating professionalism and discretion in managing sensitive information

Digitech Computer

Chappaqua, NY

IT Support Technician

October 2017–August 2019

- Delivered prompt support to internal and external users, addressing diverse issues and ensuring timely responses to tickets, emails, and requests
- Skillfully escalated advanced requests to specialized technicians or teams, enhancing overall problem resolution
- Contributed to knowledgebase by creating and updating articles, streamlining the troubleshooting process for computer systems, including software and hardware
- Demonstrated flexibility by working on-call after hours, weekends, and holidays to meet client demands and maintain exceptional service standards
- Developed and implemented an inventory management procedure for IT hardware resources, optimizing supply levels and reducing downtime effectively
- Designed server load balancer to facilitate weekly server updates and created a batch script for deploying in-house software updates, enhancing security by auto-deleting sensitive keys. The script remains in use, demonstrating its efficiency and dependability

Scarsdale Medical Group
Desktop Support Analyst

Harrison, NY
April 2017–July 2017

- Independently managed the IT workload for one of three hospital buildings, resulting in improved ticket turn time and timely resolution of technical issues. Regularly communicated with the IT Project Manager to ensure seamless coordination and swift resolution of critical situations
- Ensured minimal downtime for staff by maintaining and deploying several spare workstations with images that included mission-critical software. This proactive approach enabled timely service and upgrades for active workstations, minimizing disruptions to hospital operations

Geek Squad

Advanced Repair Agent/Automotive Technician

Mount Vernon, NY
September 2015–April 2017

- Performed comprehensive diagnostics and repairs on various devices, including computers, smartphones, and tablets, ensuring customer satisfaction and maintaining a high first-time fix rate
- Assisted customers with the selection and installation of car electronics, including remote start systems, security systems, XM Radio systems, radio systems, and audio systems, ensuring optimal performance and meeting clients' specific needs
- Conducted one-on-one consultations with customers, assessing their requirements and recommending tailored solutions to address their technology challenges
- Collaborated with sales and customer service teams to provide a seamless and positive experience for clients, resulting in increased customer retention and loyalty
- Maintained knowledge of current technologies, industry trends, and best practices, staying up-to-date with the latest developments to provide optimal support and solutions for customers.

Best Buy

Sales Consultant

Mount Vernon, NY
August 2014–September 2015

- Consistently met and exceeded sales targets by leveraging deep product knowledge and understanding customer needs, resulting in increased revenue and customer satisfaction
- Conducted interactive product demonstrations, showcasing features and benefits to educate customers and facilitate informed purchasing decisions
- Developed strong relationships with clients by providing exceptional customer service, following up on previous purchases, and addressing inquiries in a timely manner
- Worked collaboratively with team members across various departments to ensure a seamless customer experience, driving store-wide sales growth and customer satisfaction
- Participated in ongoing product training, staying up-to-date on the latest technology trends and market developments to better serve customers and enhance sales performance

CERTIFICATIONS

- CompTIA ITF+
- Currently studying for CompTIA A+, Network+, and Security+ (Expected completion by end of year)

EDUCATION

Park University

B.S. Information & Computer Science with Cybersecurity Certificate
Honor Society
The National Society of Leadership and Success

Parkville, MO
*Graduation Expected
September 2025*

Community College of The Air Force

Electrical Systems Technology

Montgomery, AL
August 2023