

Branden Connors

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OBJECTIVE

To obtain a position in a growing startup where my organization, management, customer service and technical skills will allow me to become an invaluable asset to the company. I hope to be able to utilize my existing customer service and technical skills while expanding on my knowledge base to be able to provide unparalleled support and service.

EXPERIENCE

Consulting Services

01/2020-Present

Esoteric Consulting Services

- Provide customer support in laboratory facility process and design services from ground up builds/to restructuring
- SOP design and process training tailored around the client's goals and needs
- Assist Client in dealing with regulatory agency's (OSHA, BCC, Fire Marshalls, licensing, etc)
- Provide training and support; installing, setting up and staying compliant while integrating the Metrc Api into existing track and trace systems.

Laboratory Manager

01/2018-10/2020

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- Oversaw all aspects of the Type 7 Volatile solvent Laboratory build, design and process implementation
- Integrated and developed Track and Trace records/processes for compliance
- Provided employee and manager training using Trellis for track and trace through Metrc
- Developed, documented and trained laboratory team on all processing SOP's for both Type 6 and Type 7 laboratory processes

Technical Support Engineer

01/2015- 06/2017

Western Security Systems

- Designed Wired, installed, programmed and integrated; camera's, card access systems, maglocks, and fire alarms into new and existing networks
- Provided customer service and troubleshooting for all devices and systems
- Wired, terminated, and configured all hardwired LAN's and wireless devices
- Self-Managed my own projects and oversaw their completion

COMPUTER SKILLS

Technical Skills

- Proficient in Windows/Mac OS/Chrome and have some Linux experience
- Advanced understanding of basic MS Office applications
- Familiar with Java, HTML and PHP

Certificates

- Google IT Support Professional Certificate