Brandon J. Cocanig

bcocanig@gmail.com | https://bcocanig.tech | +1(815)-341-9312 | Schaumburg / Chicago Land

Highlights of Quality

- Completion of 350+ hours as a Independent Troubleshooter, Diagnosing and repairing for desktops, laptops, and servers. Etc. for both Online and in person Support.
- Conflict resolution and problem-solving skills gained from 6+ years field work and study. Customer Service and Complaint Handling skills.
- Solid organizational skill; ability to resolve issues through completion. Both as a team and independently.
- Have imaged desktops and laptops for a multitude of operating systems including windows OS, mac OS, and Linux distributions both locally and over network.

WORK EXPERIENCE

Mindsight: Chicago MSP IT Solutions and Consulting Services   April 2020 – Present
Customer Success Manager/Technical Account Manager

- Responsible for managing the business relationships with a portfolio of key accounts. This includes developing and implementing product strategies, planning and coordinating with multiple teams; sales initiatives, and supporting the account in their technical needs.
- Acting as the point of contact and ensuring that customer's technical issues are attended too quickly based off a priority of need.
- Responsible for developing and managing trackable plans with other management teams. Including periodical business reviews, Cadience calls, Contract reviews.
- A highly motivated and energetic position requiring strong communication, analytical, and customer care skills. Working with a large account base. Leveraging vendor tools such as ConnectWise, Kaseya: ITglue, Solarwinds: Orion Monitoring, and Logic Monitor.

Menard Inc.   Aug. 2019 – Apr. 2020
Department Sales Representative

- As a Department Representative, I worked closely with venders and supply lines logistics while, maintaining a strong business to customer relationship. As well as work order data entry, obtains orders, and establishes new accounts. I was also involved in recommends changes in products, service, and policy by evaluating results and competitive developments.
- Priority handling of vendor communications involved with shipping dates and logistics of transportation to the clients from the vendors.
- Completed $20k+ valued orders on a regular basis.

Fairmont Community Center / Habitat for Humanity   March 2016 - May 2017
Volunteer Work

- Student-led service initiative at Lewis University that seeks to address the needs of those living below the poverty line in the neighboring community of Fairmont.
- Collaborated with a team of fellow volunteers in the development of neighborhoods of at-risk families.

EDUCATION

Lewis University, *Bachelor of Science in Computer Science, Concentration: Cyber Sec. Ops. GPA: 3.86.* May 2018 - May 2020

- Graduated with Honors. Magna Cum Laude, Honors Society, Deans List, Academic Sponsorships.
- Penetration testing environment involving both attack and defense of devices, Worked with Cisco, & Virtual box networking environments, Constructed simulated Amazon Web Server Cloud integration.

Joliet Junior College, *Associates in Applied Science for Computer & Network Security GPA: 3.78.* May 2015 - May 2018

- Graduated with Honors. Magna Cum Laude, Honors Society, Deans List, Academic Sponsorships.
- VM vSphere environment, which included multiple ESXi Servers v4.1, Penetration testing that involved both attack and defense of servers and hosts.

SKILLS & Certifications

Languages: Python 2.7, 3.7, PowerShell 3.0, Batch, Shell, Java **Web Page functionality:** HTML5, CSS, PHP, JavaScript **Networking:** LAN, WAN, V-Lan, Site Survey, Wireless, Cisco Networking **Virtualization/Environments:** VM vSphere, VMware Workstation, Microsoft Hyper-V, Oracle, VirtualBox, Hyper V, Veeam, Synology, NAS, SMB, Active Directory, Office 365, Word, Excel, Access, PowerPoint, SQL
Operating Systems: Windows 11, Windows 10, Windows 8, Windows 7, Windows Server 2008, Kali/Debian Linux, Ubuntu/Seed Linux.
Achieved: CIW Web Foundations Associate January 2017, Cisco Security Architecture (ASAEAM) 2022. **Academic-Training:** A+ Certification training, Cisco Certification training, AWS Certification training, Network+ Certification training, Security+ Certification training, CompTIA Certification training.