Brandon **Forehand**

IT Support Associate

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Information technology professional with experience in hardware, software, and network support. Assisted with vulnerability management and updating policies. Passionate about cybersecurity, adept at staying current with the latest security trends, and committed to continual learning through training and certification courses.

Education

2015-01 - 2018-05 **Associate of Science - AS: Cyber Security**

Valencia College - Orlando, FL

Certifications

2023-06 CompTIA Cysa+

2018-04 CompTIA Security+

2019-03 CompTIA A+

Work History

2022-01 - Current **IT Support Associate II**

Amazon, Austin

- Created tickets, troubleshooted issues, and resolved desktop and peripheral issues
- Provided IT support to non-technical and technical internal users through desk side support services
- Updated software to safeguard against security flaws
- Determined hardware and network system issues using proactive troubleshooting techniques
- Configured hardware and granted system permissions to new and current employees
- Used ticketing systems to manage and process support actions and requests.
- Assisted in updating policies to ensure compliance with evolving business needs

2020-01 - 2022-01 **Computer Support Technician**

University of Central Florida, Orlando

- Windows troubleshooting and support
- Minor Linux troubleshooting and support
- Familiarity placing orders for clients through vendors
- Coordinating and overseeing projects with multiple faculty
- Troubleshooting minor network issues onsite and remotely with clients
- Created support service tickets and used web-based ticketing system to track support services
- Experience training new employees on our systems and procedures
- Resolved computer and system networking problems to maintain user productivity
- Maintained documentation and resources regarding problem resolution for reference in future instances
- Configured hardware, devices and software to set up work stations for employees.

2019-06 - 2019-09 **Tier 1 Technical Support**

Far Out Solutions, Orlando

- Remote and onsite technical assistance to customers
- This varied from printer setup, scan to folder and email, computer setup to a network, router install and setup, backup software setup and configuration and check scanner setup to computers
- Handled hardware and software troubleshooting dealing with printer problems and errors, routers, email issues and archiving, computer hardware and windows issues
- Worked directly with clients to develop solutions to their problems and plans for additional growth.

Skills

Vulnerability Assessment

Linux

IT Operations

SQL

Splunk