

Brandon Forehand

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Experience



IT Support Associate II

Amazon

Jan 2022 - Present (1 year 6 months)

- Created tickets, troubleshoot and resolved desktop/locker 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.



Computer Support Technician

University of Central Florida

Jan 2020 - Jan 2022 (2 years 1 month)

- 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 a 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.



Tier 1 Technical Support

Far Out Solutions

Jun 2019 - Sep 2019 (4 months)

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.



Sales Associate

Academy Sports + Outdoors

Jan 2015 - Jan 2016 (1 year 1 month)



Lot Associate

The Home Depot

Jan 2014 - Jan 2015 (1 year 1 month)

Education



Valencia College

Associate of Science - AS, NET Cyber Security Spec

2015 - 2018

Licenses & Certifications



CompTIA Security+ ce Certification - CompTIA

Issued Apr 2018 - Expires Apr 2021



NCL 2018 Fall Regular Season - Cyber Skyline

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CompTIA A+ ce Certification - CompTIA

Issued Mar 2019 - Expires Mar 2022



SQL course - Sololearn



CompTIA CySA+ ce Certification - CompTIA

Issued Jun 2023 - Expires Jun 2026

Skills

Information Security • Security • Time Management • Cybersecurity • Vulnerability Assessment •
Linux • IT Operations