

# Brandon Forehand

## IT Support Associate II

### CERTIFICATIONS

- CompTIA Cysa+
- CompTIA Security+
- CompTIA A+

### WORK EXPERIENCE

#### Amazon, Austin, TX

##### IT Support Associate II

01/2022 – Present

- Troubleshoot and resolve hardware, software, and network issues for end users, maintaining a 95% ticket closure rate within SLA.
- Utilize BeyondTrust to provide remote support for over 300 employees, ensuring timely resolution of technical problems.
- Developed and implemented Python scripts to automate routine tasks, reducing troubleshooting time by 15%.
- Collaborate with cross-functional teams to update policies ensuring compliance with evolving business and security needs.
- Assisted in the deployment of security patches and updates, improving overall system security.

#### University of Central Florida, Orlando, FL

##### Computer Support Technician

01/2020 – 01/2022

- Provided support for Windows and Linux systems, addressing software, hardware, and networking issues.
- Created and maintained documentation for common troubleshooting tasks to streamline support processes.
- Delivered hands-on and remote technical assistance to students and faculty, maintaining high levels of customer satisfaction.
- Diagnosed and resolved networking problems, optimizing uptime and performance for users.

#### Far Out Solutions, Orlando, FL

##### Tier 1 Technical Support

07/2019 – 09/2019

- Offered both remote and onsite technical support, including printer setup, computer configuration, router installation, and software setup.
- Resolved hardware and software issues for small businesses, utilizing remote support tools and managing a wide range of technical problems.
- Collaborated with internal and remote teams to ensure the seamless setup of networking and conference hardware for clients.

### CONTACT

- Austin, TX (Open to Remote)
- 1-407-902-6506
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- brandonf111.github.io/

### SKILLS

#### Technical Skills:

- Remote Support: BeyondTrust, TeamViewer
- Operating Systems: Windows, Linux, macOS
- Scripting & Automation: Python
- Networking: TCP/IP, DHCP, DNS, VLAN configuration
- Tools & Software: Splunk, SQL, Kali Linux
- Security: Vulnerability Assessments, Security Auditing, Firewall Configuration
- Help Desk: Ticketing systems (ServiceNow)

### EDUCATION

#### Valencia State College

Associate in Science

Cybersecurity

Orlando, FL – 05/2018