

Brandyn Coverdill

IT Support Technician

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IT Support Technician with over a year of experience in Desktop Support, including using ServiceNow for helpdesk tickets to resolve issues for employees. Mapped, inventoried and renamed thousands of computers using Visio. Inventoried, managed and set-up hardware to employee workstations. Worked with and managed a team of IT professionals to help with Epic implementation.

Key Skills

- Languages: C#, Java, SQL, JavaScript, HTML, CSS, some Python.
- Technologies: ASP.NET MVC, WPF, Windows Forms, JSP, Servlets, Microsoft SQL, MySQL, Stored Procedures, jQuery, Git, Jira, Regex, Selenium 3, Selenium WebDriver.
- IDEs / Editors: Visual Studio, NetBeans, Notepad++, SQL Workbench, SQL Management Studio, Brackets, Atom, Visio, Microsoft Office.

Professional Experience

Desktop Support

Kootenai Health | February 2021 - June 2022

- Inventoried, renamed and mapped over 2,000 computers and printers in a hospital on/off regular working hours with Visio.
- Experienced with ServiceNow for helpdesk tickets.
- Managed and worked with a team of MultiCare IT professionals to help with our hospital's transition from Meditech to Epic.
- Reimaged computers to deploy to areas in the hospital.
- Inventoried over a few thousand devices and peripheral hardware to assemble through the hospital and nearby clinics.

Capstone Project

Kirkwood Community College | October 2020 - December 2020

- Worked as a scrum team that created a pseudo pet adoption website with a retail desktop application.
- Strong understanding of OOP foundations (Inheritance, Polymorphism, Abstraction, Encapsulation).
- Designing projects with documentation.
- Experienced working from home during Covid-19.
- Committed on project through GitHub.
- Used Jira for issues and bugs during sprints.

Education

Computer Software Development

Kirkwood Community College at Cedar Rapids, IA | 2018 - 2020

Certifications

Java Programming

December 2020

.NET Programming (C#)

December 2020