

## **Brennon T. Allen**

Full-Stack Software Engineer

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### Summary

I'm a quick, multi-faceted learner with a diverse background in technology. My past work includes tier 1 and 2 help desk, LAN deployment and configuration, and full-stack web application development. I'm flexible and easy to work with. Looking for an entry level software engineer role to kick start my career in development.

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### Relevant Work Experience

**General Dynamics Information Technology**, San Antonio, Texas, United States

Junior Computer Systems Engineer 05/2024 - Present

- Contracted to complete a project for a Windows 11 tech refresh of 1500 users.
- Imaged laptops to Windows 11
- Built PCs using KACE to push scripts and manage software
- Inventoried assets including laptops, docks, monitors, keyboards, mice and headsets
- Use BMC Remedy to create and manage tickets for every refresh
- Created labels, shipped and tracked packages through UPS
- Performed Active Directory tasks as needed to add and move PCs on the domain
- Collaborated with a team using Microsoft Excel spreadsheets
- Used User State Migration Tool (USMT) to backup and restore user data
- Used OneDrive to backup user files
- Conducted appointments with end-users to make sure software works and files/data successfully transferred
- Received and inventoried returned equipment

**Apex Systems**, San Marcos, Texas, United States

Tier 2 Desktop Support 10/2023 - 01/2024

- Contracted to complete a project for a domain migration of 1000 users. Worked with users across all departments while performing meticulous tasks to ensure the seamless transition of various software, data, and network connections.
- Tracked progress and collaborated with the migration team using Google Sheets

- Wrote email templates to contact end users and schedule migration times using Google Calendar
- Imaged laptops over ethernet
- Installed security software, endpoint management tools, and other programs relevant to users' job duties
- Packaged and sent out laptops using a FedEx business account with return labels emailed to the users
- Backed up files and data to Google Drive for users receiving a new laptop
- Backed up data for users migrating on the same PC
- Created, deleted, and moved user accounts in Active Directory on both domains
- Added users to appropriate security groups in Active Directory
- Used RDP, SCCM, and ZohoAssist to remote into users' PCs and complete the migration process

**Endeavor Managed Services, San Antonio, Texas, United States**

*Global Business Technology Solutions Partner with 300+ employees and \$1B+ annual revenue*

Junior System Administrator 03/2023 - 08/2023

- Served as the Assistant Systems Administrator working alongside the Lead Systems Administrator and IT Project Manager aiding in the oversight of 3 IT Technicians, and supported 300+ global company users.
- Shipped, received, and re-imaged 25+ computers with full documentation using Microsoft Excel for asset tracking and management.
- Assisted in a company-wide migration from an on-premises domain controller to a Microsoft Azure hybrid cloud environment by using corporate software Profile Wizard to individually migrate 50+ endpoints, and collaboration with a third-party vendor who was responsible for performing data-migration using ShareGate software.
- Removed former cyber security software SentinelOne from 50+ devices then set-up and configured endpoint security on all devices using the FortiClient cyber security software solution, and successfully used it in the incident response of 2 threat actors that used a phishing email and Google Chrome extension as threat vectors.
- Completed 60+ user support tickets for issues regarding Mitel, Microsoft Outlook, add-ins for Microsoft Excel such as the Bi-tool and other Office 365 products, product licensing, driver updates, password resets, malfunctioning or delayed operation of in-house software solutions hosted on Windows Servers, and various tasks alike using NinjaRMM endpoint manager for remote access via a TeamViewer plugin and other methods of remote desktop at times.
- Created 10+ user accounts in the Office 365 Admin Portal and maintained Active Directory hygiene by scrubbing the list for terminated users.

- Reviewed, approved, and applied 1,000+ software patches and PC updates to include Windows 11 upgrades and security vulnerability patches, bringing the overall health of the IT infrastructure to a rating of 89% per Office 365 Admin Security Center.

**United States Army, JBSA Fort Sam Houston, Texas, United States**

*U.S. Army South Headquarters, serving 600+ employees consisting of DoD civilians, service members, and global military leaders*

Senior Information Technology Specialist 02/2021 - 02/2023

- Served as the Lead IT Specialist overseeing a team of 2 IT Specialists, and supported 600+ users within the local headquarters and across South America.
- Setup and configuration of 100+ iOS mobile devices for mission-essential personnel.
- Aided in the setup and configuration of 5+ VTC environments on-site and at remote locations.
- Provided information assurance for the processing of 200+ user accounts requiring documentation for Unclassified and Classified network access and cyber awareness training.
- Provisioned 200+ user accounts using government-hosted web applications to provide licensing for VPN, email, and mobile access.
- Helped in the setup of a remote operating site from the ground-up, operating in all layers of the OSI model beginning with crimping CAT5 cables, to configuring switches, routers, PCs and software, and ensuring a fully operational WAN with secure global communication.
- Troubleshooted numerous printers on-site and various software issues across the building.

**United States Army, Camp Humphreys, Republic of Korea**

*23rd CBRN Battalion, serving 400+ service members*

Information Technology Specialist 12/2019 - 01/2021

- Created numerous user network accounts in Active Directory, and maintained the upkeep of user cyber awareness training.
- Reimaged computers using 3 different images for different types of network access.
- Replaced PC hardware and troubleshoot PCs and printers within the local office and at subordinate locations.
- Complete setup of a remote LAN site, touching all layers of the OSI model in the configuration process. Used a COVN-K satellite dish and spectrum analyzer to enable a fully operational WAN site.

**United States Army, Fort Gordon, Georgia, United States**

*551st Signal Battalion, learned skills for the Information Technology Specialist military occupational speciality*

Information Technology Specialist Training 04/2019 - 11/2019

- IT Foundations “A+”- Basic hardware troubleshooting for printers and PCs and cable making.
- Software- Setup, configuration, and management of Windows Server including Microsoft Exchange.
- CCNA 1- Setup and configuration of Cisco routers and switches including controlled access lists and password security.
- CCNA 2- Furtherance of CCNA 1 with advanced objectives for functionality and security using more detailed CLI configurations.
- Security- A walkthrough of different threat actors, threat vectors, ports and protocols, cryptography, NIPS, NIDS, HIPS, HIDS, and incident prevention and response.
- Capstone- Tested knowledge of previously learned skills by partnering up to compete in the complete setup of a LAN from the ground-up, and successfully being able to send an email from 1 PC to another, where my partner and I were awarded 1st place in both timeliness and precision.

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## Skills

### *IT Operations*

- Networking
- Troubleshooting
- Technical Support
- Network Administration
- Network Security
- Software Installation
- Computer Hardware
- Customer Support Service
- HTML/CSS
- JavaScript

### *Tools and Software*

- SentinelOne
- FortiClient
- SharePoint
- InTune
- Microsoft Office
- NinjaRMM
- ZohoDesk
- Microsoft Azure

- Windows Server
- Windows 7-11
- Remote Desktop Connection
- TeamViewer
- Mitel
- PowerShell
- iOS
- VMWare
- vCenter Servers
- Visual Studio Code

#### *Interpersonal*

- Servant Leadership
- Ethical Values
- Communication
- Loyalty

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#### Education

**V School**, Online Campus

*Full-stack Web Development Bootcamp 01/2024 - Present*

**University of Phoenix**, Online Campus

*Bachelor of Science*

Information Technology 06/2022 - Present

**University of Phoenix**, Online Campus

*Associate of Arts*

Information Technology 06/2020 - 04/2021

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#### Certifications

**CompTIA** Security+

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04/2021 - 04/2024

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#### Other

**Secret Clearance**

10/2019 - 10/2029

