Brian Grant
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Technology Skills

- **Languages:**
  - Programming: Java, Visual Basic
  - Web: HTML, CSS, PHP, JavaScript
- **Systems:** Windows 2000, Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2012
  Unix/Linux, OS X
- **Software:** MS Office Suite (Word, Excel, Access, PowerPoint, Outlook), MS Visio, Adobe (Acrobat, Photoshop)
- **Certifications:** CompTIA A+, MCSA: Windows 8.1
- **Professional Affiliations:** Association of Information Technology Professionals (AITP)

Professional Experience

Xerox Services   10/2012-3/2016
Customer Support Specialist / Tech Support Tier 1   Portland, OR
Provided customer service and technical support for telecommunications company to end users. Assisted with cloud storage, account backups, synchronization, and Bluetooth pairing on smartphones, tablets, mobile hotspots, and other connected devices. Performed duties of a Tier 1 Help Desk Technician and used ticking system to escalate unresolved concerns. Used Knowledge Base system to research procedures to troubleshoot software and hardware issues.

- Gained expert knowledge on all major mobile operating systems including Android, iOS, Windows, Blackberry, and Palm OS.
- Assisted with syncing mobile devices to various desktop and laptop systems including Windows and Mac OS X.
- Selected for team of 100 agents in country for complex problem resolution. Commended for problem-solving and critical thinking skills to solve concerns outside of documented flows. Created new documentation when needed.
- Received accolades as agent of the month for Operations Group. Ranked #2 agent in center.

WIS, International   2/2011-10/2012
                                                                                     Portland, OR
Performed retail inventory audits with high degree of accuracy. Troubleshot basic handheld device issues. Participated in pilot program and quality assurance testing of new equipment and software.

YWCA Energy Assistance Office   5/2010-8/2010
Office Assistant   Portland, OR
Assisted with records management duties for annual audit and provided front desk coverage including appointment setting and eligibility verification. Participated as summer intern.

- Organized file system by archiving files based on the organization's schedules and creating cross-references.

RGIS   11/2007-7/2009
Inventory Associate   Vancouver, WA
Counting of product inventories for retail clients. Performed 10-key data entry with outstanding accuracy and speed.

Washington Reading Corps   11/2005-11/2006
Volunteer Coordinator (AmeriCorps VISTA)   Bremerton, WA
Recruited, trained, and supervised volunteer reading tutors for elementary students. Completed one-year term of service.

- Created manual for school to use when training future volunteers.
- Used management skills to organize groups of up to 20 volunteers on-site in busy school environment.

Center for Rural Studies   12/2001-12/2005
Research Assistant (2002-2005), *Office Assistant* (2001-2002)   Burlington, VT
Performed office duties for non-profit research department. Assisted with research project proposal writing and analysis and quantitative and qualitative data collection.

- Entered data and ran analytics tools in SPSS DBMS.
- Aided with data management, modeling, and database design including creation of data types.

Education

Portland Community College   2015-Present
                                                                   2009-2010
Information Technology   Portland, OR
Currently pursuing coursework for transfer towards a post-baccalaureate degree. Plan to transfer to Oregon Institute of Technology to continue to learn about information systems including TCP/IP and troubleshooting technical problems. Studied programming and software design in Java and C#.NET.

- Performed administration tasks including the setup of user privileges, backup and restore functions, and support of Active Directory and group polices (Windows, Unix, Linux, OS X).
- Completed coursework in records management, office and database software (SQL Server 2012/2014, MS Access, MS Word, and MS Excel).

Code Oregon/Team Treehouse   2015-Present
Programming Student   Portland, OR
Learned PHP and CSS coding by creating live website. Continuing to pursue new languages.

- Worked with DNS to register web domain.
- Learned security procedures for creating forms and web payments platforms. Used API to integrate shopping cart.

University of Vermont   2001-2005
Anthropology   Burlington, VT
Bachelor's Degree with minor in English. Graduated with honors.

Volunteer

Speedbumps for Chandler   2015
Webmaster   Portland, OR
Developed website in HTML and CSS. Setup webmail system and logins. Used FTP service for upload of files.

FreeGeek   2007
Build Program Volunteer   Portland, OR
Learned computer hardware identification, evaluation, repair, and assembly by building computers for non-profits. Participated in 100 hours of hands-on experience.

Interests

Rockhounding, Lapidary, Metalsmithing, Camping, Hiking, Live Music, Projection