

Brian Zbriger

252 Skyview Drive, Cromwell, CT 06416
Cell: (203) 810-0806 • brian.zbr@gmail.com

IT support professional for over 4 years, seeking to gain experience in software engineering with Python. Strong communication and research skills acquired through previous career as educator and sociologist.

Languages:	Python – SQL – PowerShell – HTML – CSS
Certifications:	Nucamp Back End, SQL, and DevOps with Python (expected Nov. 2021) CompTIA A+ (since Feb. 2017) – Network+ (since Jan. 2018) – Security+ (since June 2018)
Operating Systems:	Windows Desktop and Server – Linux (Ubuntu, CentOS)
General Applications:	MS Office Suite (Outlook, Word, Excel, Powerpoint, etc.) – Google Docs – Adobe Creative Suite – Web Browsers (Chrome / Firefox / Edge / IE)
Ticketing Systems:	ConnectWise – ServiceNow – HP Service Manager

Professional Experience

Cooperative Systems	Windsor, CT	2019 - Present
Service Desk Technician II (Jan 2021 - Present) Service Desk Technician I (April 2019 - Dec 2020)		
<ul style="list-style-type: none">• Solving a wide range hardware, software and networking issues for end users at diverse clients, primarily remote.• Automating Active Directory account creation and data management tasks with PowerShell scripting.• Working with system engineers to support maintenance and administration of servers and network infrastructure.		
Tek Systems / DXC / Pratt & Whitney	East Hartford, CT	2018-2019
Field Service Representative (Oct. 2018 – April 2019)		
<ul style="list-style-type: none">• Documenting customer communications and work logs through Service Now• Diagnosing and repairing Dell laptops and desktops.• Testing and troubleshooting monitors, docking stations and other peripherals• Replacing system boards, RAM, hard drives and other components; reimaging devices as needed• Troubleshooting software (mainly MS Office and web applications), Ethernet and WiFi network issues		

CompuCom / Cigna Health Insurance

Bloomfield, CT

2017 - 2018

IMACD Team Lead (Dec. 2017 – Oct. 2018)

Desktop Configuration Technician (May 2017 – Dec. 2017)

- Deploying Apple and Lenovo laptops, and Lenovo desktops and thin clients to users
- Device refreshes and upgrades, including imaging and data transfers
- Troubleshooting standard applications (MS Office, Adobe Creative Suite and web applications) and network connectivity including Cisco AnyConnect VPN
- Communicating technical information to both technical and non-technical personnel
- Supervising special infrastructure projects in collaboration with project managers
- Serving as first point of escalation for difficult issues

Passion Analytics

Somerville, MA (remote)

2016 – 2017

Researcher / Web Content Developer (April 2016 – Feb. 2017)

- Developing interactive modules for an instructional website
- Researching and writing original, engaging content
- Implementing content using HTML via SurveyGizmo

Post University

Waterbury, CT

2014-2017

Associate Faculty (Nov. 2014 – April 2017)

- Teaching online and classroom-based undergraduate courses
- Delivering content, managed grades and communicated with students via Blackboard
- Implementing online and multimedia content using HTML

Binghamton University

Vestal, NY

2007-2014

Adjunct Lecturer (Aug. 2010 – May 2014)

Teaching Assistant (Aug. 2007 – May 2010)

- Received over \$50,000 in merit-based financial support, including a Fulbright research fellowship
- Designed and taught online and classroom-based undergraduate courses
- Delivered content, managed grades and communicated with students via Blackboard and implemented online and multimedia content using HTML

Education

- Binghamton University, PhD candidate in Sociology (GPA: 3.778)
- University of Massachusetts at Lowell, MA in Regional Economic and Social Development, graduated 2007 (GPA: 4.0)
- University of Massachusetts at Amherst, BA in Social Thought and Political Economy, graduated 2003 (GPA: 3.75)