Bryan Elam

Louisville, KY | 502-341-1682 | elam.bryan@gmail.com | https://github.com/Bryan-Elam | https://bryan-elam.dev

- IT professional with experience in computer hardware, networking, seeking to change careers into front end development.

Education

- A.S. Computer Information Technology | Dec 2013 | Sullivan University
- Summa Cum Laude

Skills & Abilities

HTML, CSS, JAVASCRIPT, GIT, GITHUB, ADOBEXD

- Currently studying at Code Louisville

Experience

PRO WATCH DEALER SUPPORT | HONEYWELL | APRIL 2019 – JUNE 2020

Supported Honeywell ProWatch software and systems for technicians in the field. Troubleshooting for hardware, wiring, readers, cards etc.
Programming in ProWatch and SQL.
Utilized Salesforce for ticketing and contact management.
- 100% customer experience and technical ratings.

CUSTOMER SERVICE AGENT | SPECTRUM | JULY 2018 – APRIL 2019

Call center support, residential internet and phone. Troubleshoot connectivity, email configuration, and wifi for residential customers.

VOIP ENGINEER| SEVEN COUNTIES SERVICES | AUGUST 2014 – JUNE 2018

Configured Cisco IP phones, managed wireless access points, Cisco Call Center, Call Manager, Unity administration.
Supported users in 12 sites in Jefferson and surrounding counties.

PRE-INSTALL TECHNICIAN | SMOOTHSTONE | FEBRUARY 2012 – AUGUST 2014

Supported voice and data in a NOC environment.
Monitored over 2000 circuits and associated routers/switches in a global multi-company network.
Configured IP phones, users and call flows.
Coordinated with multiple carriers and local contacts to repair damaged circuits or troubleshoot WAN issues. Troubleshooting of VOIP and data issues using SolarWinds.
Configured Cisco routers, switches, ATA devices, IP phones according to client/carrier specifics.
Worked with mostly 2801 routers and 3500 series switches. Ticketing system was built in house.