

## KEY SKILLS

Technical  
Troubleshooting

Customer Service

End User Training

Software  
Installation and  
Configuration

Hardware  
Configuration

Preventative  
Maintenance

WAN & LAN  
Topologies

Multi OS Support

Client / Server  
Models

## TECHNICAL SKILLS

PCs / Laptops

Telephone Systems

Printers / NVRs

Routers / Switches

Modems / IP Cameras

WAN & LAN  
Configuration

VPNs / Subnets

Microsoft Windows

Unix / Wireless  
Technologies

Apple OS X / iOS

Google Android

NetWare

Microsoft Office  
Suite

Microsoft Dynamics

VMWare ESX and  
Applications

Veeam Backup and  
Recovery

Symantec Products

QuickBooks

Peachtree/Sage  
Accounting

Microsoft SQL  
Server

# JORDAN BRILL

## INFORMATION TECHNOLOGY PROFESSIONAL

7751 Weavercrest Court | Las Vegas, NV 89166 | jordan.brill@outlook.com | 702.859.0112

### FIELD TECHNICIAN

Dallmeier Electronic USA, Inc. – Las Vegas, NV (October 2016 – present)

- Perform technical support and service for large scale CCTV systems, including several properties on the iconic Las Vegas Strip.
- Repairs and configuring workstations, servers, NVR recorders, and IP cameras for new orders.
- Maintain prompt service and attention to detail on customers' demands and needs.
- Performed CCTV network system health checks for IP surveillance camera systems, in addition to, hardware and software updates on workstations and devices.
- Interpreted customer requirements, while supporting system dealers, installers, integrators and end-users.
- Configured and commissioned customers video management system to their requirements.
- Oversee all warranties, repairs, and factory acceptance testing of all hardware and new builds for domestic customers.

### NETWORK TECHNICIAN

Krista Computers – Chippewa Falls, Wisconsin (January 2006 – October 2016)

- Built, fixed, repaired, troubleshooted, and maintained custom desktop and laptop computers and servers.
- Installed, configured, tested, and administered network equipment, including wireless and line-of-sight wireless, routers, switches.
- Network configuration and maintenance involved knowledge of ACLs, trunking, VLANs, subnetting, routing protocols, TCP/IP, static routes, and virtual private networks (VPNs).
- Network and OS administration involved knowledge of users, groups, permissions, login scripts, DHCP, DNS, Active Directory, Microsoft Exchange, eDirectory, domain controllers, servers, and terminal services.
- Implemented voice over internet protocol (VOIP) systems and handsets.
- Maintained network infrastructure, performance, and availability.
- Operated and managed Windows Server environments, including users, permissions, backups, Active Directory, and documentation.

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### EDUCATION

#### COMPUTER NETWORK SPECIALIST

Hardware and  
Software Emphasis  
Chippewa Valley  
Technical College  
Eau Claire,  
Wisconsin

- Interacted with customers and support teams on a daily basis, including large corporate and government environments such as schools, banks, manufacturers, and agricultural cooperatives.
- Simultaneously managed multiple clients and solved their technical problems using both on-site and remote applications.
- Updated and maintained client applications.
- Available for on-call assistance 24 hours a day for one week per month.
- Frequently traveled between Las Vegas, Wisconsin, and Minnesota as company representative for on-site support.

### ASSISTANT MANAGER

Schmitt Music – Eau Claire, Wisconsin (August 2002 – March 2006)

- Awarded Schmitt's Top Ten 2004–2005 for highest sales by qualifying customers and making good recommendations.
- Sold wide variety of musical instruments and accessories to customers.
- Maintained thousands of dollars' worth of inventory.
- Trained and managed other employees.
- Managed lesson studios.
- Opened and closed store.
- Handled large quantities of cash and credit sales and authorized signatures.

### INTERN

C-Tech Computer Outlet – Eau Claire, Wisconsin (December 2003 – March 2004)

- Refurbished, restored, and configured used computers.
- Fixed customer computers.
- Sold refurbished hardware and computer components.
- Wrote and updated technical documents, including post orders, contact lists, and internal documents.

### CERTIFICATIONS

#### A+ CERTIFICATION

CompTIA  
#COMP001004630471