

BRIAN BURGESS

@ brianjburg@gmail.com

h (850) 851-9396

a Panama City, FL 32405

PROFESSIONAL SUMMARY

- Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Devoted troubleshooter. Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

SKILLS

- Testing and troubleshooting
- Technical Support
- Good listening skills
- Desktop support
- Hardware installations

EDUCATION

Tom P Haney Technical Center
Panama City, FL • 12/2019

Computer Network Technician :
Information Technology

Rutherford High School
Panama City, FL

High School Diploma

CERTIFICATIONS

- CompTIA A+ Technician
- Microsoft Technology Associate (MTA)
- Computer Network Technician Certificate from Tom P. Haney Technical Center

WORK HISTORY

Trane Technologies - Production Technician

Panama City, FL • 01/2015 - 05/2020

- Made sure that products were produced on time and are of good quality.
- Inspected finished products for quality and adherence to customer specifications.
- Tested products for functionality or quality and troubleshoot problems with equipment, devices or products.
- Maintained excellent attendance record, consistently arriving to work on time.
- Developed team communications and information for safety meetings.

General Dynamics Information Technology - Customer Service Representative

Panama City, United States • 07/2015 - 12/2015

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Offered advice and assistance to customers, paying attention to special needs or wants.