

Brandon L. Colson

160 Myrtle Ave Albany NY 12202 | (704) 516-2446 | bcolson2047@gmail.com

EDUCATION

- East Carolina University, Greenville NC
- Bachelor of Science degree in Information and Computer Technology from the college of Engineering and Technology and Department of Technology systems.
- Minor degree in Industrial Technology Management.
- Utilizing networking, information security leadership and management skills.

ABILITIES & SKILLS

- 2FA, MFA & Duo Authentication
- Active Directory Administration
- Anti-virus Administration and Malware remediation
- Apple IOS
- Application Support and Administration
- Automate Control Center
- BMI Account
- Bright Gauge
- Cisco AnyConnect
- Computer Part Replacement
- ConnectWise Portal
- Domain & Certificate Management
- Exchange 2010
- Exchange 2013
- Exchange 2016
- Firewall, Router and Switches
- G Suite
- Hardware Troubleshooting
- Home & Studio Recording
- Ingram Micro Referral Market Place
- Intermedia Hosted Exchange
- IT Glue Portal
- Machine Imaging/ Re-Imaging
- Meraki Portal
- Microsoft 365
- Microsoft Volume License Center
- Mimecast Admin Partner Portal
- Mobile Device Support
- Net Extender
- Offline Server Troubleshooting
- On Call After Hour Coverage
- OpsGenie
- Printer/ Scanner Troubleshooting & Setup
- Red Hat Course, Network Security
- Remedy Ticketing system
- Remote Access & Site-Site VPN
- Remote Desktop Connection Setup
- Remote Support
- Screen Connect
- Slack Application
- Software/ Application Troubleshooting
- SoundCloud Interface
- Splashtop Business & Streamer
- Team Dynamix Ticketing System
- Team Viewer
- Terminal Server & File Server
- TX9000 Cisco codec, DMPS system, AMP system, Sony & Mitsubishi Projectors
- VCenter Server Management Software
- Veeam Backup
- Vendor Support
- VMWare Environment
- Vsphere Environment
- Webroot
- Windows System Administration
- Windows XP, 7, 8, 10
- Zoom

- Multitasker
- Strong adaptability and learning skills
- Strong Research capabilities
- Team player
- Time Management
- Verbal & Written Skills
- Very Organized
-

VOLUNTEER & COMMUNITY SERVICE

- Completed over 120 hours of Community Service through the International Baccalaureate program
- Crisis Assistance Ministry
- Donations to Student Action with Farm Workers
- Freedom Drive Library (Now Phillip O. Berry Academy Library)

LEADERSHIP

- Deployment Rollouts (CNS)
- Global Classroom Facilitator (ECU)
- National Honors Society Member
- New Employee Training (CNS)
- Quality Control (SEC)

EMPLOYMENT HISTORY

TECHNICIAN | COMPLETE NETWORK SOLUTIONS (NY) | NOV 2018 - (CURRENT EMPLOYER)

- Level 1-2 service desk position troubleshooting a variety of desktop support issues which requires me to use have technical and communication skills. My Day-to-day duties include remote and on-site technical support for customers ranging from law firms, outdoor facilities, medical offices and insurance and financial agencies to name a few. My approach is with an entrepreneurial attitude working independently with minimal supervision.
- Work above and beyond the company's current core values which are ARTful Communication, Integrity, Process Driven, Coachable, Passionate and Result Oriented.

SOFTWARE SUPPORT ANALYST | LOWES CORPORATION (NC) | JAN 2018 – NOVEMBER 2018

- At Lowes I supported three different software (Tier 1 & 2) utilizing a Unix/Linux system. This was a corporate office help desk environment where we would remotely access computers and terminals.
- On any given day I would close 50 to 100 plus tickets. The environment was very up-tempo. I would resolved issues occurring in the store level by running scripts and/or troubleshooting over the phone with an end user.
- Perform fixes to PCs, thin clients, printers, servers, mobile device as well as other software applications.

TECHNOLOGY TECHNICIAN | GLOBAL CLASSROOMS (NC) | EAST CAROLINA UNIVERSITY | FEB 2015 -JAN 2018

- At East Carolina University I had two major roles in the ITCS department. I worked as a Global Understanding Facilitator/Tech as well as a Classroom Technology Technician.
- The ITCS department supported 500 plus classrooms on as well as off the main campus providing network connectivity, mobile email setup, Microsoft software installations, Virus/Trojan support and spyware/malware infection support.
- Supported desktops, projectors, TV's, AV systems and other technology in the classroom. Used a ticket system to document the issues that had occurred and the resolution to the issue.
- Held a position as a GU Tech. I facilitated foreign country video conferences calls working with other Technicians across the world using a Cisco Codec system. Provided immediate technical support to the professor and students in the class.
- Assist and facilitate class when professor was not present.

CONNECT DEVICE / COMPUTER SALES | BEST BUY (NC) | JUNE 2017 - JAN 2018

- Worked mainly as a connected device and computer salesman. This consisted of me being knowledgeable of and selling routers, computers, switches, smart home appliances, TV's and stereo equipment.

ASSISTANT PROJECT MANGER | STARR ELECTRIC COMPANY (NC) | JUNE 2015 - DEC 2016

- Ensured projects were safely completed within the scope of the defined project and within the identified timelines.
- Responsible for managing the development of the scope and user requirements as well as managing the development of technical detail, project plans, project strategy, project staffing, scheduling of milestones and tasks, identification of risks, contingency plans and allocation of available resources.
- Worked on construction sites. Ran conduit, dug ditches, supplied buildings such as college campuses with electricity.

FLOW TEAM | TARGET SUPER MARKET (NC) | MAY 2014 - AUG 2014

- Responsible for unloading, moving and stocking freight across all departments of store during the night/ 3rd Shift. This was a fast-paced and physical job.


UNLOAD | FEDEX (NC) | JUNE 2013 - AUG 2013

- Package handler working night/ 3rd Shift. As a package Handler I worked unloading and sorting packages in a fast-paced environment with care.

KITCHEN COOK / CASHIER | CHICK-FIL-A | 2012 – 2013

- Not only did I get Sundays off but I was able to build up customer service skills and learned to give outstanding service which in turn created raving customers. After working the register for a few months I was promoted to work the Kitchen where I prepared food, cleaned, did dishes and closed on most nights.

ACOMPLISHMENTS & CLIENT ACKNOWLEDMENT

Smileback Leaderboard ▼			
Smileback Leader Board - MTD			
Technician		Smiley Faces	
1	bcolson	24	
bcolson	HAVE, Inc.	Problem with "disconnected" network corrected quickly and communication was very clear and professional.	Oct 26, 2020 10:03 AM
Standard Commercial Interiors		I appreciate that Complete Network was able to get someone out here to fix the server outage first thing in the morning (within a few minutes after the call), and then when Brandon was here he was able to solve the problem very quickly.	Oct 27, 2020 8:30 AM
bcolson	Henderson Properties	Brandon was quick to resolve my issue in a professional manner!	Nov 17, 2020 3:05 PM
bcolson	Main Street Insurance Group	Brandon's service was amazing! He was very responsive, compassionate about my issue and quick to resolve. Thank you so much!!!! :)	Oct 27, 2020 2:42 PM
bcolson	Martin, Harding & Mazzotti LLP	Brandon was very patient and helpful, as always.	Nov 11, 2020 9:12 AM
bcolson	MicroD	Very efficient! Solved my issue quickly.	Nov 18, 2020 4:41 PM
bcolson	Henderson Properties	Complete Network went above and beyond to help fulfill my request. Service Rep was professional and very knowledgeable.	Mar 5, 2021 10:49 AM

Category	Previous 6 months					
Month	April	May	June	July	August	September
SmileBack	100%	100%	100%	100%	100%	78.9%
Tickets worked on	104	149	165	157	195	217
Tickets resolved	79	102	94	86	121	142
IT Glue points	128	253	199	376	1085	937

Leaderboard for Current Quarter. Points are awarded as follows:

- 1 point for every page viewed
- 5 points for every page edited
- 10 points for every page created

