

Brandon Esch

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Professional Experience

Portland Internetworks, Portland Oregon – March 2017 – January 2020

Client Services Manager

As a Client Services Manager, I was responsible for

- Monitoring KPI to identify training opportunities for Technicians and engineers to better serve internal and external clients.
- Work with Sales and engineers to determine and identify infrastructure that is EOL, Then work with sales to coordinate replacement of outdated or vulnerable hardware.
- Work with Directors, Managers, and Engineers to design and implement processes, policies, and procedures to improve Client SLAs.
- Review trouble tickets to identify training opportunities and redistribute workload to ensure quick resolution.
- Oversaw a team of 10 direct reports and manage workflow of a service team of 20.
- Reviewed resumes and conducted interviews to make hiring recommendations to build the strongest team possible

Portland Internetworks, Portland Oregon – September 2016 – March 2017

Service Desk Technician/Team Lead

As a Service Desk Team Lead and Technician, I was responsible for

- Taking incoming calls from clients, creating trouble tickets and troubleshooting the problem in the moment.
- Worked with manager and technicians to ensure proper handling of tickets.
- Managing the performance of a team of 4 technicians and identifying areas for improvement and possible training or certification opportunities
- Managing the backlog of trouble tickets and client SLAs.

Office Depot, Beaverton Oregon- August 2015 – September 2016

Assistant Store Manager

As an assistant store Manager, I was responsible for

- Finding, Building, and Maintaining talent in a fast paced and ever-changing environment
- Teaching Sales and customer service skills to ensure Positive customer interactions
- Analyze profit and loss reports to identify opportunities and target training to improve those targeted areas
- Manage all processes from Operations and sales to creating promotional fliers and coupons to build mutually beneficial relationships with surrounding business

Office Depot, Beaverton Oregon- May 2012 - August 2015

Operations Manager/Loss Prevention Captain

As an operations manager I was responsible for

- All Matters Loss prevention; Shrink investigation and prevention; Inventory control and adjustments;
- All Matters of Safety and accident prevention; Identifying Safety hazards and addressing them;
- Building/equipment repair and maintenance.
- Supply ordering and Management
- All incoming and outgoing freight and managing the Logistics Process

Office Depot, Beaverton Oregon May 2006- May 2012

Logistics/Technology Department Manager

As a Logistics and technology department manager I was responsible for

- Collaborate with other departments to integrate logistics with business systems and processes, such as customer sales, order management, accounting, and shipping.
- Maintain metrics, reports, process documentation, customer service logs, and training and safety records.
- Direct inbound and outbound logistics operations, such as transportation or warehouse activities including safety performance and quality management.
- Perform computer diagnostics such as virus detection and removal; hardware/software upgrades and replacement; data backup; migration and operating systems software installation.
- Manage department staffing, training, and performance evaluations to develop and control sales and service programs.
- Directly work with customers to resolve any complaints regarding departments.

EDUCATION

Portland Community College, Portland, Or

Completed coursework towards Electrical Engineering, 2007-2009

TECHNICAL CERTIFICATIONS

COMPTIA A+ CE

INTERESTS AND ADDITIONAL SKILLS

- Working knowledge of the ITIL Model
- Working knowledge of Windows, Mac OS, Android, Linux and Unix.
- Skilled in Word, PowerPoint and Outlook. (Some Excel)
- Very proficient in building and repairing PCs including data recovery, hardware/software upgrades and virus Removal.
- Repair and maintenance of multiple types of electronics TVs, video game consoles, mp3 players, etc.
- Setup and maintenance of networks and network devices
- Soldering, circuit design, and repair.
- Building and Equipment repair and maintenance