

Brandon Foster

Gilbert, AZ 85296

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4803951554

- Knowledge of core technologies including WAN/LAN, WI-FI, VoIP, core Networking, Cloud Services, and Video Conferencing.
- Installation of all computer hardware including printers, desktop, laptops, VoIP phone systems, and other peripheral equipment.
- Experienced troubleshooting end-user hardware and software problems with the ability to walk users of all proficiency levels through the diagnostic process to resolve technical problems.
- Analysis and troubleshooting of large scale VoIP networks.
- Created and presented technical solutions to potential clients.

Authorized to work in the US for any employer

Work Experience

Porting, Activations, and Credit Specialist

iQor - Gilbert, AZ

September 2020 to Present

- Handle processing of credit applications for Verizon business and consumer clientele.
- Assist in porting and activating telephone numbers for clientele.
- Troubleshoot various issues utilizing workflow management.
- Monitor tickets in a highly efficient and timely manner in an help desk environment.

IT Service Desk Analyst

THE MAXIS GROUP - Mesa, AZ

July 2019 to August 2019

- Utilized PXE boot through network switch to install Windows 7 and Windows 10 via Alteris Management Server.
- Installed various software elements via Altiris including anti-virus (Symantec AV) and specific software depending on role type.

Network Operations and Service Delivery Technician

BROADBAND DYNAMICS - Scottsdale, AZ

November 2018 to May 2019

- Provisioned Voip Telephone numbers purchased through vendors to work with client equipment.
- Ensured that all voip numbers are provisioned properly and verified tested and ready for use.
- Assisted all customers 24/7 with remote network operations VOIP technical support via help desk ticketing system.
- Responsible for the analysis/troubleshooting of large scale enterprise voip networks.
- Created and presented technical solutions to potential Enterprise clients.

Desktop Analyst II

DREAM CENTER EDUCATION HOLDINGS - Chandler, AZ

February 2018 to September 2018

- Utilized PXE boot through network switch to install Windows 7 and Windows 10 via Alteris Management Server.
- Installed various software elements via Altiris including anti-virus (Symantec AV) and specific software depending on role type.
- Managed conference rooms teleconference and AV equipment which included projectors and Creston wall plate equipment (point to point video conferencing).
- Installed and helped troubleshoot thin client users utilizing WYSE equipment which ran off of a centralized Windows 2012 server farm (virtual desktop infrastructure).

Desktop Support Team Leader

NORTHCENTRAL UNIVERSITY - Scottsdale, AZ

September 2014 to February 2018

- Assisted various faculty and staff with different technical issues that arise and work towards a resolution that satisfies the user.
- Manage, troubleshoot, and build all desktops, laptops and mobile equipment for staff on site.
- Installed Windows operating systems onto laptops and desktops and configured them properly.
- Installed various types of applications on users computers depending on the needs/ role of staff members or faculty. Configured these applications as necessary.
- Resolved tickets within Service Level Agreement standards.

Tier 2 Technician

AT&T - Mesa, AZ

March 2013 to September 2014

- Accepted advancement at AT&T and excelled at rigorous education requirements to maintain position in an effort to focus on growth and goals within the company.
- Provided production and project support for desktops, networks, telecommunications and applications.

Tier 1 Technician

AEROTEK - Tempe, AZ

May 2012 to March 2013

- Ability to solve customers technical problems with specific AT&T bundle packages including TV, internet, and phone through a router based connection.
- Walking customers tht are having trouble with their AT&T services through various technical steps based on a computer work-flow to get their services to maintain an in sync correlation with our network.
- Trained technically to troubleshoot a number of problems involving computer, television, and phone services for customers.

Education

Bachelor's in Liberal Studies

Arizona State University Tempe - Tempe, AZ

2010

Skills

- Security
- Certification
- Patch management and
- Voice and Video Traffic Management
- A+ Certification whitelisting
- Email Management Services
- IT Specialist Certification
- Shared threat analysis
- Backup and Storage management
- Cisco
- IPS Monitoring and
- Network assessments
- Cisco CCNA Management
- Virtual Desktop Management
- VoIP Provisioning
- Desktop Support
- Microsoft Windows
- LAN
- WAN
- Computer Hardware
- Technical Support
- Software Troubleshooting
- Active Directory
- Customer Service
- Help Desk
- VPN
- DHCP
- IT Support
- Network Support
- Information Security
- TCP/IP
- Operating Systems
- Microsoft Windows Server

Certifications and Licenses

A+ Certified

Security+

Assessments

Technical Support — Highly Proficient

January 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

Technical Support: Customer Situations — Proficient

March 2020

Responding to technical support situations with sensitivity.

Full results: [Proficient](#)

Verbal Communication — Highly Proficient

June 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [Highly Proficient](#)

Basic Computer Skills: PC — Proficient

September 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Proficient](#)

Customer Focus & Orientation — Highly Proficient

June 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Project Timeline Management — Proficient

May 2019

Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.