Brandon Lee

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Professional Experience/Skills

- Experience working in MSP environment and knowledge of what it takes to be a solid MSP engineer
- Multi-platform OS support including Linux/Windows 7/8/10/ Server 2008/2012R2.
- Active Directory, Group Policy, DNS, DHCP, Exchange/Office 365, VMware, HyperV,
- Networking, SonicWall, Dell, Adtran, SonicPoint, Wireless controllers, VLAN, VOIP, SNMP, Wordpress, LAMP Stack
- Backup management (Ahsay), Email security (Proofpoint), Connectwise (CRM), Labtech (RMM).
- Expert in ticket tracking and documentation
- Solid interpersonal, written, and verbal communication skills.
- Effectively, without hesitation, assess and troubleshoot system issues.

Work History

Solutions Technician /Contractor, USA
September 2018 - Present
- Provided next level technician services for businesses as eyes and hands onsite.
- Rapidly assessed onsite situations with little to no heads up before arriving
- Established strong relationships with businesses to be first call for PNW region(Portland - Seattle)
- Provided consultative business insight on client's businesses to improve and grow footprint in the area
- Provided services around the country for multiple business

Advanced Network Solutions; Orlando, Fl
Systems Engineer; April 2017 - July 2018
- Handled all user needs from start to finish in a robust MSP environment
- Implemented Asset management using Connectwise
- Worked with client vendors to resolve system issues, updates, change management
- Resolved network issues and requests for multi-site customers
- Performed system backup and recovery using array of tools
- Handled all aspects of onboarding and workstation deployment while practicing minimal end user impact
- Gained respect and confidence of users by providing remote support using Bomgar and Labtech with secondary onsite support when needed.
- Performed weekly server maintenance after hours

Enterfusion; Orlando, Fl
NOC Technician; June 2016 - April 2017
- Monitored Solarwinds NOC system and resolved tier 1 issues
- Setup new assets in Solarwinds
- Worked as help desk resolution technician
- Reviewed AWS backup for business customers
- Setup up new users; AD, print share, Office 365

Brighthouse Networks; Maitland, Fl
Business Solutions Tech; October 2014 - June 2016
- Execute a high level of technical support for ISP business customers
- Solved connection issues with static gateways, trunks and port forwarding
- Diagnosed network outages and IP/protocol conflicts
- Tracking documents with Sharepoint/ticketing system to fulfill requests
- Educated users on troubleshooting techniques
- Uphold great customer service while understanding customers' needs

Education

Valencia College, Orlando Fl
Associates in Network Engineering, Cyber Security - 2016

Pensacola State College, Pensacola, Fl
Associates of Science in Management Admin - 2009

Baker High School, Mobile, Al
High School Diploma