

Brian Golden

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(831) 325-5414

Kenmore, WA

14 years of IT Support Excellence

"A Responsive, Resilient, and Reliable data center technician with an eye for detail and completeness"

Relevant Skills and Experience

- Works efficiently as part of a teams of 2-10
- Created documentation to outline onboarding for new technicians as well as conducting training for these new employees
- Created training materials to disseminate skills and information to my team
- Post-Mortems. Collecting evidence, writing post-mortem documents, and creating follow-up work based on post-mortems
- Created how-to documentation and runbooks for other technicians to follow
- Experience being a SME and point of contact for a distinct area of responsibility
- Remote Desktop and Server Support experience
- OS image deployment to hardware
- Troubleshooting fiber optic data links
- Cable routing, tracing, and management
- Ticketing Systems: ServiceNow, Remedy, ServiceDesk+
- Experience with inventory management systems
- Some work in adapting and extending small scripts.
- Experience with preparing equipment for RMA which includes
 - Sanitizing equipment to preserve security practices
 - Interacting with the logistics teams to ensure equipment is sent out in a timely fashion

Work History

Amazon, Inc.

Seattle, WA

L3 Data Center Operations

June 2018 – Current

- AWS Mobile DCO Operations Support SME
 - Maintained availability of Cloud-Connected mobile devices for AWS Mobile customers
 - Managed migration of AWS Mobile Operations and over 2000 hardware devices from Seattle to Portland to facilitate service expansion
 - Coordinating the 4 teams involved, Logistics, Security, local and destination operation teams, maintaining accuracy and documentation trails, and contributing to process remediation and improvements
 - Created, updated, and maintained training and operations documentation for Mobile Service
 - Directed or assisted training of new temporary contract workers, reaching work-ready velocity within 1 week of starting on average
- Provided on-site, remote, and on-call after-hours support at 5 colocation data centers
- Led 3 brown-bag refresher training sessions for the whole team
- Created and maintained multiple documentation sources for service support operations

John L. Scott Real Estate

BrokerCare Field Technician

Bellevue, WA

(Contract with Tek Systems)

January 2018 – March 2018

- Provided on-site and remote support at JLS office Locations
- Installed Multi-media Tech packages for client presentations and streaming at JLS office locations
- Complete various hardware and software rollout projects as assigned
- Updated deployment and inventory documentation

Atos

CSS IT Support Specialist

Seattle, WA

(Contract with NSC Global)

August 2017 – January 2018

- Provided On-site and remote support via Phone, Email, Instant Message, & ServiceNow Ticket Systems at multiple Atos client locations
- Complete various hardware and software roll-out projects as assigned

WORK HISTORY (Continued)

Evergreen Home Loans

Desktop Support Technician

(Contract with TekSystems)

Bellevue, WA
May 2017 – June 2017

- Transitioned users to Parallels 2X RDP virtual desktop environment
- Provided orientation and troubleshooting for new 2X RPD users
- Ensured smooth migration of network resource redirection into 2x RPD system
- User relocation to new office building. Disconnect and reconnect of laptops, desktops and printers

Sensata Technologies

Senior Desktop Support Technician

(Contract with Signature Consulting)

Everett, WA
January 2017 – May 2017

- Provided Internal Technical Support via Phone, Email, Instant Message, & Ticket Systems
- Maintained and repaired software and hardware at my location, from computers and laptops, printers, copiers & phones to servers & network equipment
- Provided I.T. Orientation for new users
- Facilitated procurement of approved I.T. equipment
- Supported local Active Directory Organizational Unit
- Deployed and maintained current image using MSDT

Vista Outdoor, Inc

Site Support Services Analyst

Scotts Valley, CA
July 2012 - October 2016

- Provided Internal Technical Support via Phone, Email, Instant Message, & Ticket Systems
- Maintained and repaired software and hardware company-wide, from computers and laptops, printers, copiers & phones to servers & network equipment
- Kept on top of advancements in software & hardware to more quickly resolve issues and help users get the most from their technology
- Provided I.T. Orientation for new users
- Assisted in Management of ShoreTel Phone System
- Facilitated procurement of approved I.T. equipment
- Assisted in both directly training users how to use new software and hardware as well as developing user documentation and training materials
- Created and maintained standardized computer images for rapid deployment and refurbishing

Intuit, Inc.

Support Analyst/Technician/Engineer

(Contract with Crescent Solutions)

Mountain View, CA
November 2011 - February 2012

- Standardized Hard drive decryption and new hire equipment procedures
- Provided I.T. Orientation for new users
- Managed Mac and Windows user accounts with Active Directory tools
- Created, managed, worked and closed tickets via Helpstar help desk software
- Imaged user computers with LanDesk distribution tools

Skype, Inc.

Desktop Support Technician

(Contract with TruTechnical Partners)

Palo Alto, CA
April 2011 - September 2011

- Developed and deployed automated imaging for Apple computers using InstaDMG scripting and Mac OS X Server for network-based installations
- Configured Workstations including but not limited to Zimbra Collaboration Server email via Outlook and Apple Mail and Network printers and file shares
- Provided typical end user support including but not limited to: training, computer performance troubleshooting, VPN configuration and troubleshooting, and smart-phone integration

Further Work History available on request