Brandon Anderson

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WORK EXPERIENCE

Oracle – Contract through Hiregenics   **Sept. 2017 – Mar. 2020**
Applications Systems Administrator   *Santa Monica, CA*

- Oracle Digital Support Services (ODSS) – Building success in B2B sales of Oracle Cloud Solutions
- As a member of the ODSS team, I provided game-changing desktop and application support services to over 900+ users from varying professional backgrounds in our Santa Monica Hub and sister office.
  - Providing premium-quality service to our partners and executives, I helped make Oracle's ClassOf Program a major success in the Santa Monica Hub during the 2018/2019 fiscal years. New hires welcomed to the company doubled during this time as the on-boarding process became much smoother.
- My primary daily responsibilities included:
  - Logging level 1 and 2 desktop support tickets remotely as well as assisting walk-in users for break/fix support. CSR tickets usually averaged 15-25 a day and would get resolved well before SLA breach.
  - LDAP account creation, troubleshooting of active directory issues, password resets, group policy, etc.
  - System/endpoint device maintenance, digital display patching, and back-up/recovery procedures.
  - Supported provisioning of hardware, imaging, installation, configuration and troubleshooting of various computer-based devices (Windows/MacOS) in two sister offices located in Santa Monica.
  - Telephony / VOIP troubleshooting, escalation to level 3 team if needing specific configuration.
  - 3rd party vendor repair escalation and retirement of assets that are out of warranty or non-repairable.
- In addition to my above responsibilities, I also worked with our image development team to roll out customized versions of our base image with improved PowerShell scripting automation to cut down imaging time by half.

Caltrans – District 6   **Jan. 2017 – Sept. 2017**
Student Assistant   *Fresno, CA*

- Performed a monthly inventory update of IT assets deployed within a database based on MySQL.
- Provided level 1 troubleshooting and support to hardware issues via Caltrans CSR ticketing system, escalating tickets to the next level of support as needed.
- Identified system requirements and improved use of printer/network assets that were getting unused in back or field offices to provide cost-savings of several thousand dollars a year for our district.

California State University - Fresno   **Jan. 2017 – April 2017**
Junior Information Security Analyst   *Fresno, CA*

- Conducted security auditing and penetration tests with Nessus Professional and Nmap packet sniffing software on Fresno State campus network systems via public vectors of attack in a collaborative team of analysts.
- Reported to Fresno State CIO & CISO directly for meetings regarding rules of engagement and scope of project regularly to ensure ethics of the project were comprehensive and transparent.
- Provided a detailed confidential report on network security effectiveness, detailing vulnerabilities detected during the auditing process for further response and action by administration.

CERTIFICATIONS

- MCP   **Completed Nov 2017**
- CompTIA Network+   **Completed July 2020**

EDUCATION

California State University - Fresno   **2015-2017**
BS in Computer Information Systems   *Fresno, CA*