

# Brandon Dugan

**OBJECTIVE:** To gain experience in the Information Technology sector and apply Psychology along with it in order of understanding human behavior.

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## EXPERIENCE

### UCSF Medical Center, Dept. of Psychiatry — *Hospital Assistant II*

March 2020 – PRESENT (on hold due to COVID-19)

- Assist patient in sleep studies
- Record Data
- Using electrodes / assemble on patient

### Google (T/V/C with Cognizant) — *Operations Analyst*

June 2019 - PRESENT

- Research and file bugs to Software Engineers
- Using Google My Business Product to help merchants on Google Maps
- Customer service for all levels of staff and management who require technical troubleshooting issues resolved

### Unitek College — *IT Administrator*

October 2018 - February 2019

- Remote desktop into computers, installing computers / deploy to staff
- Cable management, setting up internet phones, installing software, troubleshooting devices, networking and security
- Customer service for all levels of staff and management who require technical troubleshooting issues resolved
- Experience in switches and patch panels

### Department of Veteran Affairs — *Nursing Assistant*

November 2017 - February 2019

- Responsible for helping patients with ADL's such as bathing, changing, feeding, ambulating, vital signs, charting
- Input patient's data into computer system's pipeline in order to keep track of progress; mental and physical issues

## SKILLS

C++

HTML, CSS, JavaScript

Team Player

Test and troubleshooting

Configure Security / Network

Customer Service

Critical Thinking

## AWARDS

Magna Cum Laude

(Psychology, B.A; 3.89 GPA)

## EDUCATION

### John F. Kennedy University —

Psychology, *B.A*

August 2018 - April 2019

### Nucamp Bootcamp — Full

Stack Developer

December 2020 - Current

## PROJECTS

Google My Business