

# Benjamin A. Brown

IT Technician

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## Professional Work Experience

**Hill Aerosystems**, Enumclaw, WA

Oct 2018 – Present

*IT Technician*

- Provide Tier 1/Tier 2 support for Windows XP/Vista/7/10/Server 2008 & 2012 in an aerospace machine shop.
- Provide support to Windows XP/Vista/7/10/ end users with ~60 desktop PCs, 70 users, and 20 printers.
- Support Windows Server 2008 & 2012 in an aerospace machine shop.
- Microsoft Office 365 Administration
- Remote support with Remote Desktop Connection and VNC
- Hardware - PC component upgrade/replacement/repair
- Support for Microsoft Office 2007 - 2019
- Software - Install, update, patch CAD software
  - SolidWorks
  - MasterCam
  - Faro EDGE Arm
- 3D Metrology
  - CMM Manager
- Production Lifecycle Management
  - ENOVIA
  - CATIA
- Workstation configuration
- Active Directory Administration - Security Group assignments, new user creation
- Repair old Ethernet cable runs
- Install new Ethernet cabling infrastructure
- Surveillance system configuration, deployment, and administration
  - Defender
  - Lorex
  - Ubiquiti NVR
- Other software and tools used:
  - Spiceworks: Help Desk, Inventory, reporting, etc.

**Pacific Office Automation**, Seattle, WA

May 2017 – Sep 2018

*Technical Account Manager*

- Tier 1 & 2 Technical Support
  - Provide technical support for customers to support pre-sales and post-sales processes
  - Analyze customers' needs and suggest upgrades or additional features to meet their requirements
  - Remote support with ConnectWise Automate
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- Develop a strong working relationship with clients and become their trusted advisor.
  - Address all product-related queries on time
  - Serve as the technical and product expert for the clients in all matters.
  - Keep track of sales performance metrics
  - Assist the IT team with on-boarding/installation of client hardware and network infrastructure
  - Engaging with customer support as a customer advocate to ensure speedy resolution of customer issues
  - Project management
  - ConnectWise Help Desk

**CarenaMD, Inc.,** Seattle WA

Jul 2016 – Apr 2017

*IT Support Specialist*

- Tier 1 & 2 Technical Support
- Remote support for over two dozen medical doctors and registered nurses using Citrix GoToAssist
- Microsoft Office 365 Administration
- First point of contact for the IT Service Desk.
- Triage, prioritize, and assign Service Desk tickets for expedited resolution
- Develop policies for network access, IT Service Desk functionality/communication, asset management
- Laptop and desktop configuration for Mac and PC
- Hardware and software installation/configuration/troubleshooting
- VPN configuration
- IP phone configuration (Mitel)
- Train new employees on equipment, accessing company resources, e-mail, etc.
- Data backup/recovery/migration
- Maintain asset list for all company computers, tablets, and cell phones
- Microsoft Office 2016 License management
- Manage network level permissions, share permissions, group memberships, etc. (Active Directory)
- Microsoft Exchange Server management.
- iMac/MacBook troubleshooting and support
- SharePoint management
- Adobe suite license management
- Apple ID/FaceTime management for over two dozen medical providers
- Document problems and solutions in help desk tracking system.
- Install/replace computer hardware.
- Install hardware and peripheral components, such as monitors, keyboards, printers, disk drives, etc.
- Responsible for the installation, configuration, maintenance and upgrade of computer hardware and software.

**Reischling Press, Inc.,** Help Desk Technician

Sep 2015 – Jul 2016

- Tier 1 Technical Support
  - First point of contact for the IT Service Desk.
  - Triage, prioritize, and assign Service Desk tickets for expedited resolution (iSupport ticketing system)
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- Management of : Microsoft Office 2016 Licenses, Exchange Server, network level permissions, share permissions, group memberships, etc. (Active Directory), SharePoint
  - Microsoft Office 365 Support
  - Develop policies for network access, IT Service Desk functionality/communication, asset management
  - Developed and configured testing environment for images, software, etc. prior to deployment.
  - Maintain asset list for all company computers, tablets, and cell phones
  - IP phone configuration (Shoretel)
  - Laptop and desktop configuration for Mac and PC
  - Hardware and software installation/configuration/troubleshooting

**Experience with: MS Office 2007-2019, O365, Windows XP, 7, 8, 10, Windows Server 2008/2012/R2/2016, MS SQL Server 2012, WatchGuard Firewalls**

**Familiarity with: PowerShell 4.0/5.0, Ubuntu Linux, Cisco CLI**

**FedEx Express, D.O.T. Handler**

Jan 2013 – May 2014

**United States Army Reserve**     *Division Project Manager*

Feb 2011 – Aug 2012

**U.S. Army, Organization Manager**

Nov 2008 – Feb 2011

**U.S. Army, Department Operations Manager**

Mar 2004 – Nov 2008

- Served as a principal adviser at the organization level.
- Lead teams that analyzed intelligence data
- Developed alternatives for deployment of military systems
- Made recommendations to command staff for approval of deployment.
- Compiled and analyzed data from multiple sources to determine engagement options
- Planned, coordinated, synchronized employment of artillery, Air Force aircraft, and attack helicopters, etc.
- Maintained the operational status of equipment valued more than \$5,000,000
- Established communications as well as operated terrestrial and satellite radio equipment.
- Trained over 150 soldiers in my job-specific skill sets in preparation for Operation Enduring Freedom.

### **Education & Credentials**

**Associate of Applied Science (A.A.Sc.), Network Administration and Security** – Green River College

**Bachelor of Applied Science (B.A.Sc.), Cybersecurity and Networking** – Green River College