Bryant Thomas Roest
Las Vegas, NV
616 337 9995
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Education:

B.S. in Technology Project Management & Network Security
Davenport University 2014-2018
A.A.S. in Business Administration
Grand Rapids Community College
Delta Pi Alpha Honor Graduate 2012-2014
U.S. Army Adjutant General School
Distinguished Honor Graduate 2013

Professional Experience:

Twitch.tv (Amazon) / Partnered Content Creator / Mar 2019 - Present

As a Partnered Streamer with Twitch.tv I produce informative and educational content for multiple video games. Being an on camera personality I deal directly with my audience, providing them with a safe and entertaining community; while answering questions and communicating with people from all over the world. I do all of my own Community Management, Analytics and Viewer Trends to produce targeted content that viewers want. I currently maintain an audience of ~100+ average viewers with a ~1,000+ viewer traffic reach every day.

- Constant communication, multi-tasking, and answering audience questions.
- Maintain Live Streaming hardware with a Dual PC Setup (Separate gaming and streaming PC's)
- Proficient in Streaming and Recording software (OBS Studio, OpenShot, StreamElements and other various Overlay Programs)
- Custom Graphic Design (Photoshop, Illustrator)
- Regular Post Production to create YouTube and other social media content

iQ Credit Union / IS Support Specialist II / Jan 2018 - Mar 2019
Reason for leaving: Sold my home in WA, Moved to Las Vegas, NV

While working for iQ, I planned, scheduled and implemented the upgrade of iQ's systems from Windows 7 to Windows 10. I built, deployed, and maintained the Windows 10 LTSB image to meet and exceed the most current financial industry security standards. Symantec Ghost imaging software was used to deploy the upgrade both during and after business hours, ensuring zero impact or downtime. Various builds were created to suit each department's hardware and software needs. Approximately 33% of the hardware (mostly small FF PCs, a few custom builds) were also replaced, each location being imaged/configured by me. I also automated a number of out of date methods being used (such as manually updating the BIOS on each PC locally) and creating various scripts when necessary to perform update tasks on schedule. Prior to my automation work, some of these updates were not being applied at all creating potential vulnerabilities. In addition I worked second to the Network Specialist in upgrading/transitioning from Juniper switches to Cisco switches and configuring the appropriate security per location. Some additional daily tasks included…

- Coordinated and supervised high-level technical support to users via remote assistance, CRM/help desk (Migrated from ServiceNow to JIRA), email, and phone support.
- Maintained a work order system and an audit trail for Regulatory compliance.
- Maintained organizational units in Active Directory (AD) and managed user security and permissions with group policies applied on multiple levels.
- Ensured the continued operation of all network system components, servers (IBM AIX/AIX Power Systems), virtual machines (VMWare), firewalls, and telecommunications. Performing patches, updates, etc. as required; outside of business hours ensuring 100% uptime at every location.

- Assisted in troubleshooting internal software programming issues including but not limited to Ensemble, Java, and HTML.
- Installed, upgraded, and repaired various network and PC hardware and software platforms.
- Assist with research, development, and implementation of hardware and software used throughout the organization.

Evergreen Public Schools / IT Hardware Technician / Aug 2015 - June 2017

During my time with Evergreen School District I scheduled and implemented the deployment of new hardware (a district wide push to move from a PC to a tablet/dock/all-in-one based solution). At the same time this was an upgrade from Windows XP/7/8 to Windows 10 Enterprise across 30+ locations and 3,000+ employees. I also created educational documentation and performed on site instruction both individually and to larger groups to ensure staff had all the necessary training and knowledge they needed. Any hardware that was not upgraded had a Windows 10 image created and deployed via Microsoft SCCM. Following this project the district began transitioning to a 'one to one' system, where I was directly involved with the selection, preparation, and deployment of 15,000+ devices to all of the students within the district. Some additional daily tasks included…
- Coordinated and supervised high-quality technical customer support to all District users via Remedy/SalesForce.
- Analyzed and coordinated technology support issues with departments and sites, providing updates and changes to scheduling as a project lead.
- Provided maintenance, repair, and technical support for all devices within the Local Area Network, including hardware and software. Maintained a work order system and an audit trail for State compliance.
- Maintained organizational units in Active Directory (AD) and managed user security and permissions with group policies applied on multiple levels.
- Communicated with District personnel regarding financial requirements, budget, and other miscellaneous technology services related to devices, software, and/or contracts.
- Collaborated with Educational Technology to prepare and deliver staff training material.

US Army National Guard / Human Resources Specialist 42A / Sept 2012 - Jan 2018

Honorable Discharge - Veteran
- Provided professional administrative support to every section of the U.S. Army.
- Worked with Health Systems (EHR, HRC, iPERMS) in enrolling both Active Soldiers and Veterans in and out of insurance programs, dependency changes, etc. while always adhering to HIPPA.
- Performed personnel updates involving rank; pay grade, marital status, personal information SGLI, ERB, ORB, corrective action, promotion, etc.
- Assisted in maintaining EHR database records builts on a MUMPS/VA Fileman environment.
- Maintained an Active Security Clearance (Secret) and complied with all regulatory training and security measures without fault or breach.
- Helped Soldiers develop their Army careers, provide personnel support and assistance to all divisions of the Army including Finance and Accounting (36B).
- Prepared and processed recommendations for awards and decorations; arranged for ceremonies.
- Appropriately applied/removed FLAGs on personnel within assigned company/troop.
- Prepared, updated, and coordinated requests for evaluations, including evaluation inquiries.

Mercantile Bank of Michigan / eBanking Specialist / Jan 2012 - Dec 2014

- Administered and maintained all electronic and IT Banking products including but not limited to Mobile Deposit (iOS and Android), Online Banking (supporting multiple browsers and OSs), Remote Deposit (Remote Assist when required), Bill Payment, ACH, Wire, and Commercial Loan Payments.

- Troubleshooting bank and customer, hardware and software remotely using Citrix to resolve compatibility issues and perform software/driver updates.
- Processed and updated multiple servers with daily files retrieved from FIS/ACI via FTPs.
- Balanced Spreadsheets daily with ACH, Wire, Stop Payment, and Credit Card transactions.
- Processed AR charges/credits based on fees associated with specific products/accounts.
- Responded to customer inquiries regarding IT issues, ACH Payments, Deposits and Balances

Lowe's Companies Inc. / Department & Project Manager / June 2006 - Feb 2011
- Responsible at times for all store functions, activities and employees (50-60) as Manager on Duty.
- Maintained the department through staffing, ordering, and merchandising. Creating weekly accounting reports of all inventory located within the department for monthly Balance Sheets.
- Provided exceptional customer service, while achieving sales and margin goals, through effective management of all associates, and sales within the assigned department.
- Maximized productivity and profitability by balancing sales and expenses, identifying sales opportunities, and setting standards for excellent service.
- Leveraged knowledge of the company's mission, purpose and goals, into effective management of store employees and support of the store manager.
- Ensured standards for customer service, operational safety and security were met.

<u>**Skills/Qualifications:**</u>
- Proficient with Microsoft Windows, SCCM, Symantec Ghost, VMWare, Office Suite (Word, Excel, PowerPoint, Outlook, etc.), Skype for Business, Active Directory, Cache/Ensemble, Adobe Creative Suite (Photoshop, Illustrator), OSX, Android, iOS, and more…
- Years of work experience in varying industries including Information Systems and Network Administration, Human Resources, Health Care Systems, Financial Systems, and Customer Support. I have management, military, and public service experience which has given me a very diverse background with a lot to offer.
- In addition to my education I have been personally building and maintaining PCs since age 13. This has given me a plethora of self taught skills, knowledge, and over 20+ years experience.
- I plan to complete my degree with Davenport University, and remain on track to receive my CCNA, and MCSE Certification as well.
- Years of creating and maintaining Virtual Machines and Sandbox environments.
- Strong understanding of HTML, Java, Python, C# and other programming syntax.
- Ability to quickly learn and adapt to anything new.
- Maintained an Active Security Clearance (Secret) my entire military career with zero issues.

<u>**Awards & Recommendations:**</u>
- Delta Pi Alpha Honor Graduate 2012 from Grand Rapids Community College
- Distinguished Honor Graduate 2013 from U.S. Army Adjutant General School
- Honorably Discharged in January 2018 from the Army National Guard

<u>**References:**</u>
<u>Personal</u>
- Barbara Hiemstra - 616 437 5760 - Data Privacy Engineer - Steelcase
- Jennifer Zukowski - 702 234 0109 - Director of Marketing - Pollinia
<u>Professional</u>
- SFC Robert Gillem - 541 579 0550 - NCOIC - Oregon National Guard
- Derrick Brown - 503 353 6105 - Executive Director of Technology - Clackamas School District