



# BRANDON GUERRERO

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## Summary

Hardworking and reliable IT professional with a strong ability to provide technical support for end-user via remote support tools and performs security administration functions for users and remote access. Offering experience in network configuration, wireless network administration, and developing Python web applications.

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## Experience

### IT Support Specialist

01/2017 – Current

Gadsden Elementary School District No. 32 | San Luis, AZ

- Provide end-user technical remote support for a district staff of over 800 employees.
- Review requests for services to resolve IT difficulties, documenting solutions to improve future problem resolution.
- Set up computer systems and peripherals for district employees, loading required software and server permissions.
- Maintained inventory of IT assets by checking and documenting locations regularly.
- Consult with vendors to obtain replacement hardware or software and escalate more complex concerns.
- Support, manage and develop python web applications to improve work-flow and performance.
- Manage Google Admin Console accounts and applications regularly to mitigate service interruption.
- Regularly perform maintenance on computer systems to keep optimum performance.
- Manage Windows Active Directory user accounts and computer organizational units to keep an organized system.
- Secure wireless network systems by establishing and enforcing access control policies.
- Outlined work plans, assessed resources, and determining timelines for projects.

### Licensed Representative

10/2019 – Current

Independent Insurance Broker | Yuma, AZ

- Promote health insurance to Medicare beneficiaries, analyze the financial viability and productivity of insurance policies for the clients.
- Improve savings margin by enrolling members in the most appropriate health insurance policy and helping members acquire additional benefits at a low or no cost.

### Warrants Records Intern

01/2018 – 05/2018

Yuma County Sherriff's County| Yuma, AZ

- Reviewed new and existing arrest warrants, promoting smooth data gathering, and data accuracy.
  - Destroy files and materials upon request using the Arizona Department of Public Safety methods and regulations to prevent data breaches.
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## Education

**B.S.** Intelligence Studies/Public Administration and Justice Studies

2018

Northern Arizona University | Flagstaff, AZ

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## Skills

- Python
- JavaScript
- HTML
- Teamwork
- Bilingual (English & Spanish)
- Critical Thinking
- Multitask
- Goal Oriented