

BRYAN FULLER

Vallejo, CA 94590

(210) 667-7793 - bryanfullertx@gmail.com

<https://www.linkedin.com/in/bryan-fuller-70103114/>

PROFESSIONAL SUMMARY

An excellent record of customer and internal support paired with in depth knowledge and technical skills. Possessing a diverse skill set and solid knowledge of computer networking forged in a fast paced high stress environment. Carved a new career path within the cannabis industry and have knowledge from seed to sale with every avenue of the industry.

SKILLS

- Very efficient at reading the customers wants and applying them to the task at hand.
- Came from a background of fanatical customer service jobs, that required going above and beyond normal job description at times.
- Have a very keen sense of a customers concerns and can address it politely and in a timely manner.
- Excellent at communicating with coworkers and management of customers needs and company improvements.
- Have been on call 24x7 for over 15 years in the IT industry, and know how to properly handle delicate and timely situations.
- Comfortable, and knowledgeable on a number of operating systems.
- Extensive data networking knowledge in Cisco within government environments, as well as Fortune 500.
- Have the ability to find information quickly and to learn new skills swiftly.
- Have the skill of being able to find an answer to anything. I can research all avenues to find a solution.
- Have dealt with million dollar network installations, inventory management of millions of dollars worth of Cisco equipment.
- Can quickly assess on an organizational chart who are the important people to notify.
- Can very easily explain situations to people in simple terms and can take all the time it needs for them to understand.
- Have been in many positions were I was the lead engineer on projects and needed to relay precise information at very fast intervals.
- Have the ability to assess a situation very quickly be it It or non-IT related.
- Have written many guidelines and procedural manuals for corporate certifications such as SAS70

WORK HISTORY

01/2017 to Current **Driver**

Lyft – Bay Area, CA

- Achieved consistent safety targets by adjusting driving to different road and traffic conditions, and avoiding dangerous driving actions.
- Provided over 4,000 safe and timely rides to bay area passengers all while having a 4.9 rating.

01/2012 to 12/2017 **Owner**

FS Consulting – Rodeo, CA

- Provided expertise with credit card terminals and register terminals used for sales transactions, including troubleshooting of receipt printers.
- Installed hard drives in security DVR's and mounted additional cameras over cash stations to achieve heightened security. Migrated DVR's, cameras, and monitoring equipment from first floor to second floor.
- Consulted with customers to assess needs and propose optimal network and security solutions.

03/2016 to 07/2017 **Clerk/Receptionist/IT Specialist**

Telegraph Health Center – Oakland, CA

- Delivered expert clerical support by efficiently handling wide range of routine and special requirements (Reception, Retail Clerk, IT/Network Admin, and Security).
- Verified cards, gave change and collected and processed over \$6000 worth of cash and card payments.
- Educated customers on promotions to enhance sales.
- Increased sales 15% by offering advice on purchases and promoting additional products.

01/2016 to 08/2016 **Operations Manager**

Evoxe Labs – Lafayette, CA

- Implemented policies and standard operating procedures for continuous improvement.
- Protected company assets from loss such as theft or damage by setting and enforcing effective security policies.
- Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies.
- Evaluated upcoming program plans to forecast expected resource needs.
- Cultivated strong business relationships with clients to increase overall experience, satisfaction and retention rates.

01/2013 to 05/2015 **Operations Manager**

Steep Hill Labs – Berkeley, CA

- Multiple Roles while working here Operations Manager, Bookkeeper, Controller ,AP Manager, AR Manager, Desktop IT Support Specialist, Project Manager.
- Implemented policies and standard operating procedures for continuous improvement.
- Supported operations by communicating with customers, filing documents and managing data.
- Acting HR and payroll processor completing bi-weekly payroll for company employees, including calculating taxes, vacation and sick time.
- Installed DropCam wifi monitoring cameras, installed printers, troubleshot desktop issues and fixed DNS and routing issues. Relocated and installed company infrastructure servers and network area storage arrays.
- Managed the physical office and lab equipment move from Oakland to Berkeley. Coordinated with multiple construction companies and moving companies.

01/2011 to 01/2015 **Founder/Owner/Delivery Manager**

Mobile Compassionate Care Collective – Bay Area, CA

- Maintained a steady clientele of at least 50 patients, in the Contra Costa County area

including Walnut Creek, Pleasant Hill, Concord, Martinez, and Clayton.

- Answered calls, took orders from customers, answered strain and dosage questions, verified patients and delivered orders in a timely manner while performing at a very high professional discretion.

04/2010 to 09/2012 **Chief Network Engineer**

Site B Data Services LLC – San Antonio, TX

- Installed, configured, maintained Cisco 6500 edge and core routers on site and remotely.
- Built data center from the ground up installing routers, switches, phones, email/data servers, and security monitoring systems for the building including door entry systems.
- Configured, managed and evaluated multi-protocol network elements to ensure effective end-to-end communications.
- Managed application patches, data backup, security changes and network configuration and replaced boards, changed servers and loaded and tested software applications.
- Implemented WAN and LAN designs in multi-datacenter configurations.
- Installed, supported and maintained company hardware and software infrastructure according to best practices.
- Provided complete end-to-end engineering and installation of route-based IP network solutions.
- Diagnosed network problems involving combination of hardware, software, power and communications issues.
- The lead technician in delivering a 24/7 uptime guarantee as comprehensive as any in the industry.

01/2004 to 06/2009 **Datacenter Backbone Network Engineer**

Rackspace – San Antonio, TX

- Deployed Cisco switches, routers, and firewalls in a quick and timely manner achieving an 99.9% uptime while providing 24/7 support.
- Configured redundancy throughout the Network using protocols such as OSPF, HSRP, and BGP.
- Assisted and coordinated with Datacenter and support personnel to carry out deployments.
- Multitask numerous projects under time constraint and high level stress.
- Provide the company with immediate informed responses for outages or network related issues.
- Process and troubleshoot Routing, DNS, IP and traffic flow tickets requiring traffic trending.
- Tested available upgrades and Network redundancy and stability.
- Quickly work through the OSI model and pinpoint issues for resolution.
- Created Visio diagrams of network infrastructure for department knowledge retention, and for training purposes.
- Trained new Network Engineers on the day to day operations, and configured BGP, OSPF, and Access-Lists.
- Server cabinet build out in Datacenter areas, and terminated CAT-5 cable and fiber-optics to server cabinets.

01/2001 to 06/2003 **AFCERT NetRanger Analyst**

MacAulay-Brown Inc. – San Antonio, TX

- Analyzed and Dynamically shunned traffic in and out of Southwest Asia, including subnet blocking, excluding, reporting, and maintaining the CSIDS Software.
- Configured UNIX workstations including upkeep of sensors.
- Detect, document and report vulnerabilities.
- Responsible for communications with Gunter AFB and blocking traffic on AFIN routers per threats.
- Analyze network traffic on over 300 AFIN Router and Firewall sensors improving network efficiency, including analysis of traffic on known hacker ports.

01/1997 to 01/2001 **Unix System Administrator**

United States Air Force – San Antonio, TX

- Administered and configured Solaris 2.6 servers for sensitive information message transfer.
- Configured and maintained redundant UNIX Highly Classified based critical message handling systems on a day to day basis.
- Provided 24-7 specialized administrative software and system support for over 2,000 local UNIX users 35,000 world-wide users.
- Coordinated procedures for remote dial-in support to the UNIX networks.
- Create and implemented UNIX scripts to run daily, weekly, and monthly back-ups on 30 GB tape drives.

EDUCATION

Associate of Science: Computer Science And Horticulture

Diablo Valley College - Pleasant Hill, CA

GPA: 3.2

04/2011

Basic 101 Class: Horticulture

Oaksterdam University - Oakland, CA

05/1997

**USAF CCAF Communications Computer Systems Administration: Communications
Computer Systems Administration**

333rd Training Squadron - Keesler AFB, Biloxi, MS

05/1996

Standard High School Diploma

Samuel Clemens High School - Schertz, TX

ACCOMPLISHMENTS

1997-2004 Maintained Top Secret/SCI TK security clearance