

Brian Schwencer

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6500 W Charleston Blvd, Apt 8, Las Vegas, NV 89146

PROFESSIONAL SUMMARY

Dedicated Help Desk Support professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting hardware and software problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

SKILLS

- | | | |
|---------------------------------|---------------------------|------------------------------|
| • Troubleshooting and diagnosis | • Issue resolution | • Computer workstation setup |
| • User support | • Technical documentation | • System optimization |
| • Data backup | • Hardware replacement | • Network configuration |

EXPERIENCE

Shift Manager

McDonald's – Las Vegas, NV | June 2017 - July 2020

- Team leading.
- Cash management.
- Customer service.

OTP3

McDonald's – Las Vegas, NV | July 2020 - January 2020

- On call tier 3 service technician.
- Diagnose and repair issues within a store.
- Maintain a patch of nine stores around Las Vegas educating managers on proper maintenance and procedures on self fix technology in stores, resulting in less phone calls to help desk and saving the company time and money.

Barista

Starbucks – Las Vegas, NV | January 2021 - Current

- Customer service.
- Customer experience and coffee.

EDUCATION

Cyber Security

Western Governors University | Las Vegas, NV | June 2022

Compitia A+ certification

