**Brandon Villanueva**

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4864 E Utah Ave, Las Vegas, NV 89104

**PROFESSIONAL SUMMARY**

IT Field Service Technician with 2 years of Data Center Operations experience & 3 Years Supervisor experience to over 60 employees. Expert at making quick and effective decisions after detailed-oriented inspections and dedicated to closely monitoring routes and employees for efficient and safe procedures. Great at staying alert and focused for long hours on jobs and maintaining professionalism in emergency situations.

**SKILLS**

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| * OSHA requirements knowledge | * Data Center Operations | * Safety-conscious | * Team development |
| * Occupational health hazards | * Training and mentoring | * Risk management | * Conflict resolution |
| * Preventative measures | * Advanced critical thinking | * Time management | * Safety and compliance inspections |

**WORK HISTORY** |

**IT Field Service Technician** | Leaf Home Solutions – Las Vegas, NV – 10/2021 - *Present*

• Responsible for installing, maintaining, and troubleshooting hardware and software for computers.  
• Image and setup computer equipment for new employees.   
• Relies on experience and judgment to resolve technical support calls and emails.  
• Provides technical assistance to the users/staff in a timely and efficient manner.   
• Troubleshoots PC related problems, analyzes potential solutions and implements a solution that best fixes any problem.   
• Follows LAN, WAN and/or network policies, procedures and standards to troubleshoot network-related issues.   
• Performs basic Windows administrative tasks, including user and computer account maintenance and securing network files, folders and network shares. Assists in the process of evaluating and recommending new hardware and software applications.   
• Responsible for maintaining conference room audio/video equipment.   
• Familiar with Genesys, Azure, SAP, Active Directory, Microsoft 365, Okta & Beyond Trust software.   
• Removes, installs, and patches software as appropriate. Replaces critical hardware components as needed. Performs assigned hardware and software deployments.   
• Provides end-user training on the use of the computer.   
• Responsible for maintaining the telephone system, including phone handsets and desktop devices, port assignments, voicemail, etc.   
• Maintains documentation for networking devices – computers, printers, etc.  
• Responsible for exhibiting professional behavior with both internal and external business associates that reflects positively on the company and is consistent with the company’s policies and practices. **Data Center Technician |** Contracted by eBay & PayPal - Milestone Technologies & BGIS –Las Vegas, NV *09/2020* – *Present.*

• Completes physical installation and power-up (Rack & Stack) as well as maintenance, of servers, peripherals, storage, and network equipment.

• Responsible for troubleshooting & Power cycling on site assets.

• Completes physical installation, dressing, and connection of fiber and copper communications cables.

• Methodically pulls wires to connect infrastructure equipment, in accordance with plans, while maintaining data center standards.

• Works with others' automated workflows for successfully completing remote implementation.

• Uses internal automation software, tools, and scripts to configure, monitor, and repair network equipment.

• Engages in visual inspections, status reporting, and power-cycling to ensure durability and reliability of network components.

• Assists with receiving, recording, and storing shipments of equipment/materials; contributes to maintaining accurate component inventory in the data center.

• Documents all ticket and project work, ensuring that documentation is sufficient to allow for reproducibility of results.

• Assists with the integration of new technology into the data center environment.

• Assists with office moves; ensures the datacenter remains organized and clean.

• Builds upon, and improves, existing data center deployments, to ensure continuous operation.

• Liaises with Third Party Vendors and escorts them in the data center, as needed.

• Monitors and safely responds to emergency conditions affecting operations.

**EDUCATION**

Beatty High School – Beatty, NV *[DIPLOMA -2012] │*Mayville State University – Mayville, ND *[2012-2013]*

**CERTIFICATIONS**

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| * OSHA 10-hour Construction Safety and Health Certification | * Cisco- Introduction to IoT |
| * Global Security & Resiliency | * Occupational Safety & Health Standards Certification |
| * Equal Employment & Opportunity Certification | * Sexual Harassment Prevention Certification |
| * Occupational Risk Management Certification | * Active Secret Clearance (2014-2024) |