**Terrance Brown**

● (510) 333-5886 ● [tlbrown20104@gmail.com](mailto:tlbrown20104@gmail.com)

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* Attended CSU Eastbay offering a strong academic background in IT combined with excellent work experience
* Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues.
* Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

**Education**

**Santa Rosa Junior College – Santa Rosa, CA Associate Degree 2005**

Computer Science ●GPA: 3.7

**CSU Eastbay – Hayward, CA**

Computer Science ● GPA: 3.5

**Technology Summary**

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| **Systems:** | Linux, UNIX, Windows 7/10 ,Server 08 R2,16,19, iOS, Cisco IP Phones, Android, Altigen Phone System,3CX,AWS, Active Directory, DNS, DHCP, VNP |
| **Databases:** | SAP, COGNOS, Mas200,MySQL, Oracle, |
| **Languages** | Visual Basic, SQL, HTML, ASP, CSS, C+, Perl, Java, PHP, |
| **Software:** | Putty, Office 365, Dynamics, VMWare, Cisco OS, VMWare, Citrix, CloudBerry, Backup Exec |

**IT Experience**

Adobe – San Francisco, CA

**Helpdesk Manager,** (2019 to Present)

 Manage the help desk team and evaluate performance

 Ensure customer service is timely and accurate on a daily basis

 Recruit, train and support help desk representatives and technicians

 Set specific customer service standards

 Contribute to improving customer support by actively responding to queries and handling complaints

 Establish best practices through the entire technical support process

 Follow up with customers to identify areas of improvement

 Develop daily, weekly and monthly reports on help desk team’s productivity

 Provide customer feedback to the appropriate internal teams, like product developers

Nims & Associates – Petaluma, CA

**Senior Systems Engineer,** (2017 to 2019)

* Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.
* Developed, implemented, and managed office network and database system.
* Maintain, configured and installed wireless, mobile, and hardwired systems in a timely fashion to maintain efficiency.
* Setup and maintained virtual server host and guests.

Cobalt-IT – San Mateo, CA

**Senior Systems Administrator,** (2016 to 2017)

* Provided technical assistance to customers on inbound telephone tech support calls.
* Used remote access to perform troubleshooting when needed.
* Walked customers through step-by-step process for troubleshooting hardware issues.
* Installed and maintained company's computer systems and network.
* Performed upgrades and installed updates.
* Managed and provisioned virtual environments

Carlisle Travel – Berkeley, CA

**IT Manager,** (2015 to 2016)

* Manage information technology and computer systems
* Ensure technology is accessible and equipped with current hardware and software
* Monitor and maintain technology to ensure maximum access
* Established virtual server environment and disaster recovery

Hartmann Studios – Richmond, CA

**Systems Administrator,** (2013 to 2015)

* Monitored, Maintained, and Deployed in-house EXI servers, Network equipment, Wireless Devices
* Deployed and Maintained Wired and Wireless networks for remote access to Corporate Office while users worked on shows remotely
* Ensured that assigned systems were engineered, configured and optimized for maximum functionality and availability. Implemented solutions that reduced single points of failure and improved system uptime to 99.9% availability (up from previous high of 97.5%).

Bay Area Beverage – Richmond, CA

**Sr Mobile Device Engineer,** (2012 to 2013)

* Provide Mobile Device support for over 250 clients by phone or in person as needed to minimize downtime
* Plan and lead training sessions for new and existing clients Support as necessary on a 24-7 basis to limit system down time during internal or external outages and peak enrollment periods
* Identify, isolate and repair Mobile equipment showing wear and tear as well as during preventative maintenance routines

**Military**

**U.S. Army:** Ft Campbell, KY **1994-2004**

1/502 D co Infantry (Anti – Heavy Armor)