**Brian Daub**  
Tacoma, WA 98466  l  (720) 233-5203  l  [brian.daub@protonmail.com](mailto:brian.daub@protonmail.com)  l  [LinkedIn](https://www.linkedin.com/in/brian-daub-31512b62/)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **IT Specialist**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staples July 2017 – October 2017

*Tech Services Agent – Work-At-Home*

Responsible for performing new computer setups, software installations, data migration, data backup and virus removals.

Responsible for maintaining adequate production metrics.

Working with retail locations to troubleshoot onsite PC issues, remote connection problems, and to help with creation of trouble tickets.

Microsoft (VMC) April 2016 – June 2016

*Social Media Analyst – Contract Position*

Responsible for addressing customer inquiries submitted through various social media and forum mechanisms.

Document trending issues and escalating issues up through the proper channels.

Working with the Engineering team to report documented trending issues to provide resolution.

TeleNetwork (OneSupport) September 2013 – June 2015

*Level 1 Tier 3 One Support Technician – Work-At-Home*

Provided customer support over the phone to troubleshoot PC and SOHO networking issues.

Configuration of POP3 email clients, virus removal and computer hardware or software troubleshooting

Assisting in the supervision of a team of 30+ employees as well as training new hires to educate them on scope of support, troubleshooting resources, and call flow.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Technical Expertise** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Certifications: Cisco CCENT, CompTIA A+, CompTIA Security+, FOA Certified Fiber Optic Cabling Technician, Leviton Introduction to Cabling, C-TECH Network Cabling Specialist

Software: Microsoft Office (Word, Excel, Outlook), Windows 7/8.1/10/Server 2016, Cisco IOS 15.x+, Linux (CentOS, Ubuntu), MacOS, iOS and Android

Soft Skills: Excellent verbal and written communication, Critical thinking, Customer service, Troubleshooting, Technical Support

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Education**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**In Progress:**

WESTERN GOVERNOR’S UNIVERSITY, Online | Expected Graduation August 2021

Bachelor of Science in Networking and Security

**Completed:**

BATES TECHNICAL COLLEGE, Tacoma, WA | Graduation June 15th, 2020  
Associates of Applied Science, Information Technology l **GPA: 3.84/4.0**

**Phi Theta Kappa International Honors Society**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Achievement’s**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Bates Technical College President’s List Summer 2019
* Bates Technical College Dean’s List Winter 2019
* Phi Theta Kappa International Honors Society, 2013-Present
* Habitat for Humanity Volunteer, 2013
* Metropolitan State College of Denver Honors Program 2010-2011
* Colorado College Access Scholarship, 2010-2013
* Metropolitan State College of Denver Institutional Scholarship, 2009-2010
* Metropolitan State College of Denver’s Center for Urban Engagement Volunteer, 2010