**Brian William Hurst**

**IT Specialist**

505-550-1271

[bhurstpdxsea@gmail.com](mailto:bhurstpdxsea@gmail.com)

**Profile:**

* Motivated professional with strong troubleshooting and problem solving skills
* 4 years’ experience in IT support
* Provide great customer service and thorough documentation

**Professional Experience:**

**IT Specialist**

U.S. Fish and Wildlife Service (Topologe LLC) Portland, Oregon 02/19 – current

* + Contracted to provide Help Desk and Desktop Support for end-users
  + Active Directory administration (create, modify, and update user/group objects. Update contact information)
  + Troubleshoot computer hardware issues and configure new systems. Provide support for mobile devices and perform basic network troubleshooting
  + Image computers (manually and PXE) deploy software packages using SCCM client. Perform file backup/restore
  + Windows application configuration (modify environment variables and edit registry when necessary)
  + Manage and close tickets in a timely manner. Currently resolving 8-15 tickets/day

**IT Technician**

Peak Systems, Inc (Independent Contractor) Portland, Oregon 07/15 – 02/19

* + Provided on-site hardware and application support to clients throughout Oregon and Washington
  + Installed PCs, printers, pre-configured switches, firewall hardware, and wireless APs
  + Conducted site surveys for new deployments and provided first day technical support to end-users

**Production Technician**

InterConnection Seattle, Washington 03/14 – 06/15

* + Refurbished used computer hardware and imaged 40-55 PCs/day using Windows Deployment Services
  + Built custom Windows 7 images and captured the images for deployment
  + Patched systems with appropriate software and firmware updates
  + Realized the need for Linux deployments and configured Windows Server 2012 to boot Linux images

**Education:**

**Associate of Applied Science – Computer Information Systems & Network Administration**

Portland Community College Portland, Oregon 01/16 – 06/18

* + CIS: Cybersecurity Fundamentals Certificate 06/18
  + CIS Network Administration: Windows Server Certificate 12/17
  + CIS Network Administration: Linux Server Certificate 03/17

**Technical Skills:**

* **Programming, Scripting & Markup Languages:**
  + Shell/BASH o Python 3 o SQL o YAML
* **Operating Systems** 
  + Windows 10 o Windows 7 o Windows Server 2012 R2 o Linux
* **System Support & Productivity Tools:** 
  + Active Directory o Google Apps o SCCM
  + APT, Yum & DNF o MS Office 2016 o Symantec Endpoint Protection
  + BeyondTrust o BMC Footprints o McAfee Drive Encryption
* **Networking Protocols & Tools**:
  + DHCP o DNS o PXE o HTTP o SFTP/FTP

o SSHo ping o nslookup o traceroute

* **Relational Databases:** 
  + MySQL/MariaDB o MS SQL Server