**Brandon Dugan**

**OBJECTIVE**: To gain experience in the Information Technology sector and apply Psychology along with it in order of understanding human behavior.

# EXPERIENCE

**UCSF Medical Center,** Dept. of Psychiatry — *Hospital Assistant II*

March 2020 - PRESENT

* Assist patient in study
* Record Data
* Using electrodes / assemble on patient

# Google (T/V/C with Cognizant) — *Operations Analyst*

June 2019 - PRESENT

* Tier 3 (L3) backline workflow
* Using Google My Business Product to help merchants on Google Maps.
* Using internal Google tools to resolve technical issues and creating bug tickets to the software engineers to resolve.
* Help consult to other teams in resolving issues in a timely manner.

**Unitek College** — *IT Administrator*

October 2018 - February 2019

* Remote desktop into computers, installing computers / deploy to staff
* Cable management, setting up internet phones, installing software, troubleshooting devices, networking, and security
* Customer service for all levels of staff and management who require technical troubleshooting issues resolved
* Experience in switches and patch panels

# Department of Veteran Affairs — *Nursing Assistant*

November 2017 - February 2019

* Responsible for helping patients with ADL’s such as bathing, changing, feeding, ambulating, vital signs, charting
* Input patient’s data into computer system’s pipeline in order to keep track of progress; mental and physical issues

**Address: 2366 Pinnacle Dr. Martinez, CA 94553**

**Cell: 925-876-6441**

**Email:**

**duganbrandon225@gmail.com**

**,** [**bdugan@google.com**](mailto:bdugan@google.com)

## SKILLS

C++ , Java

Team Player

Test and troubleshooting

Configure Security / Network

Customer Service

Reliable

Critical Thinking

## AWARDS

Magna Cum Laude

(Psychology, B.A; 3.89 GPA)

**EDUCATION**

# John F. Kennedy University — Psychology, *B.A*

August 2018 - April 2019

# Diablo Valley College —

# Computer Science, *A.A*

August 2020 – Present

Transcripts: [file:///C:/Users/Brandon/Desktop/DVC%20TRANS.pdf](file:///C:\Users\Brandon\Desktop\DVC%20TRANS.pdf)

## [file:///C:/Users/Brandon/Desktop/Bachelors%20degree%20Transcript.pdf](file:///C:\Users\Brandon\Desktop\Bachelors%20degree%20Transcript.pdf)

## PROJECTS

Google My Business (GMB)

**Googlers for reference:**

Bilques Omar (former boss)