**Armand Bradford**

College Station, TX 77840

254.760.6341

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**Objective:**

Hardworking and reliable technician with customer service experience seeking a full-time position in Los Angeles, CA in the area of Information Technology

**EDUCATION:**

*Bachelor of Science* in *Technology Management* *May 2021*

*Texas A&M University* *College Station*, *TX*

* GPA 3.5
* Coursework in Networking, Tech End User Support, and ITIL practices
* Minor in Business.
* Minor in Cybersecurity

**SKILLS:**

|  |  |
| --- | --- |
| * Collaboration | * Interpersonal skills |
| * Customer service | * Leadership |
| * Troubleshooting | * Problem-solving |
| * Microsoft Office | * ServiceNow |
| * Hardware installation | * Software installation |
| * PXE Image boot | * Communication |
| * Help desk support |  |

**EXPERIENCE:**

*Information Technology Technician* *Jan 2021* ‐ *Current*

*Texas A&M University* *COLLEGE STATION*, *TX*

* Assist Texas A&M Engineering students and faculty with technical issues including software/hardware installation, network troubleshooting, and computer imaging using PXE
* Facilitate the addition of computers to the Texas A&M Engineering domain
* Collaborated with staff, users, and management to respond to service interruptions due to the Texas winter storm

*Call Center Agent* *Aug 2017* ‐ *May 2020*

*Adecco* *COLLEGE STATION*, *TX*

* Assisted shareholders with voting for annual corporate meetings
* Communicated professionally with hundreds of shareholders via telephone.
* Entered data provided by shareholders so that corporations can confirm voting directions
* Gained experience in customer service by using soft skills to solicit proxy votes

**CERTIFICATES:**

* ITIL Foundation
* CompTIA A+