**BRIAN VIGNJEVIC**

Renton, WA 98055 | **(425) 208 – 9585** | [bvignjevic@hotmail.com](mailto:bvignjevic@hotmail.com)

**Professional Expertise:**Computer Diagnostics, Software and Hardware Expertise, good Problem Solving Skills.

Knowledge of Windows and Mac operating systems, as well as Linux and Mobile operating systems.  
Skillful with UNIX, Linux (Ubuntu, Q4OS, Red Hat), and some Perl programming.  
Unix shell scripting, MS Office, MS Visio, MS Project, Windows XP/7,8,10, SQL, TCP/IP. Strong knowledge of OSS/BSS Systems, FCAPS tools, Application Support, data mining, Service Assurance. Remove and replace laptop, desktop, server components. Experienced with ticketing applications and on call rotation. Microsoft certified professional. Experience with networking and data center security.

**Professional Experience**   
**Direct Computer Technologies – PC and printer systems sales and support** – 01 2019— present

Support clients on-site and in store. Repair and troubleshoot hardware and software issues (in Linux, windows or Mac OS). Prepare and test laptops, desktops, printers and wireless routers. Perform backups and malware \ virus removals. Marketing and sale of surplus electronics on major web sites.

**Qualia Data Sciences**\ **Product Support engineer** 01/18 – 12\2018  
Support for a business intelligence software company efforts in <https://businessq-software.com/> development and review. Analyses and support BusinessQ as an on-premise solution, or as a SaaS (software-as-a-service) in the US market. Ensure required document review and approvals according to company standards and processes. BusinessQ BI software is now available on the Clover app market. <https://www.clover.com/appmarket/apps/QXVQ4MHDH37DP>   
 **Starbucks (Widenet Consulting) \** **Technology Infrastructure Analyst**  04/17 – 12/2017

Part of Core Infrastructure Hosting Services Team delivering on existing and new initiatives. Mostly working on a server OS upgrades and virtualization. Deliver consistent project support that meet Starbucks needs, partner (employee) needs, and customer needs. Improved server remediation project reporting, reducing time, saving cost and achieving 100% reporting accuracy.   
  
**Foss Maritime Company (Widenet Consulting) \ IT Operations Support analyst** 03/2016 – 03/2017

Supporting Wi-Fi upgrades, Domain administrator rights cleanup, Desktop patch management, Common vessel imaging standard and Managed Network services moves. Very involved in Portland Data Center build. On time successfully completed all 11 assigned projects.

**T-Mobile USA (Insight Global) IT Infrastructure Architect** 12/15– 03/2016

Member of the IT Infrastructure Design team. Developing and maintaining the high-level design plans for the overall virtual and physical IT Infrastructure. Participate in projects to evaluate technologies and methods for implementing these plans. Ensure successful implementation of infrastructure solutions including Virtualization, DC Servers, Firewalls, Load Balancers, and Storage. Supported Data Center move from TX to eastern WA. Architect for middle-ware and 2 billing applications move and virtualization.

**AT&T** **(Insight Global) Solutions Architect – New Technology Development Program** Aug 10 – Nov 15

Evaluate new technology and products (network elements) in line with AT&T target architecture. Work with AT&T Labs (testing and setup), vendors (product selection and delivery), platform owners (AT&T engineering and IT teams), project managers and solutions architects and engineers to determine and select the best overall OSS solutions. Designs, develops, documents and analyze overall architecture of systems, including hardware and software. Determines integrated hardware and software architecture solutions that meet performance, usability, scalability, reliability, and security needs. Coordinates design and integration of total system including subsystems. Technology deployed: Oracle, Cisco, IBM, Alcatel Lucent, SAS, F5, Juniper Networks firewalls and routers, Sun Micro servers, SAP Business Intelligence, Ericsson RAN and UTRAN network element upgrades, Unix, Windows, SAN, IMUX, ALU small cell and LTE HD Voice projects. Work on a software upgrade projects for AT&T OSS (Operational Support Systems) projects., (FCAPS, service assurance). AT&T Small cell program White paper co-author. Recognized as one of the most productive and accurate architects.

**T-Mobile USA Network Operations Analyst – Wholesale and roaming** 2009 to July 2010

Ensure quality customer service and network issue resolution for T-Mobile Mobile Virtual Network Operators and 400+ international and domestic roaming partners. Resolve and document trouble tickets in a web-based help-desk system with 24 hour ETA. Monitor, identify risks and review network design, reliability and maintenance problems with the relevant T-Mobile and vendor organizations and provide solutions to improve the customer experience. Weekly and monthly reporting to management. Provide 24×7 support as a part of the roaming team.

**T-Mobile USA Application Support Analyst – Mediation –Enterprise IT** 2005 to 2008  **S**upporting Mediations Comptel billing application in 24 X7 365 environment. Ensure on time, accurate delivery, validation, and troubleshooting of billing call records (data). On -call support during major software upgrades or outages. Technology supported: Oracle, Comptel mediation's application, Linux, Perl, and UNIX. Virtualization and VMs (servers and databases). Remotely resolve network issues while on call.

**AT&T Desktop Support Technician- (AT&T RTC campus**) 2000 to 2005  
Provide Tier 1 user support (troubleshoot computer, printer, hardware, software and other peripheral device issues), imaging of desktops and laptops, software install, remove, upgrade. Equipment moves and new user set up. Testing and deploying hardware, software, updates, documents and software patches.

**On site Computer Technician-** **BancTec IT service management company, Irving, TX**  1996 to 2000

Schedule appointments and travel to customer locations to repair\replace Dell \ Compaq\ Toshiba\HP laptops, desktops, printers and other equipment under next day service warranty. Later set up and training for travel agency software, hardware and airline ticket systems. Recognized as a most productive service engineer two years in a row (1999 \ 2000).

**Education:**  
Electronic Engineering, DeVry University.

BS Political Science, Zagreb University, Croatia, EU

**Diplomas/Certificates**

* UNIX and PERL programming – Bellevue College
* Microsoft Certified Professional