**Brandon Lamarr Thompson**

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**Overview:** Expert communicator with 16+ years of experience in the Department of Defense Information Technology support. IT Project Management, Manager of multiple Call Centers and Service Desks. Proficient in leading and managing multiple teams with multiple skillsets. trouble shooting and resolving customer problems dealing with, hardware, software, audio/visual, telecommunications and Video Teleconference support. Performed multiple installs, configuration, upgrade, and maintenance on both the DoD classified and unclassified networks.

**Experience:**

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| **Jun 2021 to Sept 2021** | **IT Consultant; Bethany Plaza LLC, Las Vegas, Nevada**  **Status:** IT Consultant  **Rank/Grade:** Contractor  **Duties**: **Serves** as the Information Technology Specialist for Alorica. Responsible for upgrading and deploying over 300 Dell and HP systems and over 700 employees using approved tools and techniques to remotely troubleshoot and resolve end user software problems. Responsible for the SCCM, Task Sequence and Active Directory build of all users, computer and security groups assist with computer configuration, Active Directory, SCCM, imaging and troubleshooting software and network connectivity issues. |
| **Sep 2020 to Feb 2021** | **Systems Engineer; Venetian/Palazzo, Las Vegas, Nevada**  **Status:** Link Technologies Contractor  **Rank/Grade:** Contractor  **Duties**: **Serves** as the Information Technology Specialist for the Sands properties Venetian and Palazzo Casino’s  Windows 10 Deployment Team. Responsible for upgrading and deploying over 7K Dell systems and over 13K Sands’ employees using approved tools and techniques to remotely troubleshoot and resolve end user software problems. Responsible for the SCCM, Task Sequence and Active Directory build of all user, computer and security groups assist with computer configuration, Active Directory, SCCM, imaging and troubleshooting software and network connectivity issues. |

**July 2018 to Dec 2018 IT Engineer; Munger, Tolles and Olson Law Firm**

**Status:** Robert Half Technologies

**Rank/Grade:** Contractor

**Duties**: **Please ask directly due to sensitive nature and Privacy Rights**.

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| **Sep 2017 to June 2018 Sep 2017 to June 2018**    **Jun 2017 to Sept 2017** | **Support Specialist; Kaiserslautern Army Depot;**  **Kaiserslautern, Germany**  **Status:** Government Civilian  **Rank/Grade:** GS/11  **Duties**:**.** serve as an Information Technology Specialist for the  Army at the Europe Enterprise Service Desk (ESD), 5th Signal  Command providing computer and telephony support to the European Theatre's customer base to include USAREUR and USAFRICOM. You will work under the general direction of the Service Desk Incident Manager and Service Desk Branch Chief, who sets overall objectives and deadlines. You will be responsible for first call resolution of ADP equipment consisting of Desktop PCs and associated peripheral equipment and software for USAREUR, USAFRICOM, and tenant organizations; using approved tools and techniques to remotely troubleshoot and resolve end user software problems. You will assist with computer configuration, Active Directory, SCCM, imaging and troubleshooting software and network connectivity issues.  **Headquarters Helpdesk VTC Specialist; CACI/Head Quarters** |

**Air Force Special Operations Command; Ft. Walton Beach,**

# Florida

**Status:** DoD Contractor

**Rank/Grade:** Not Applicable

**Duties**:Schedule a variety of VTC appointments using a variety of tools and methods of connectivity, Provide technical support for computers and associated networks, Install, troubleshoot, service, and repair video conferencing equipment and components, cables, connectors and peripherals on a variety of network configurations, Install and maintain baseline VTC system configurations using Active Directory and SCCM to install security updates and administer consoles , Connect personal computers and peripherals to co-exist with VTC equipment on existing networks, Maintain network diagrams and connectivity records, Maintain trouble logs, Instruct users in the use of personal computers and briefing equipment in a variety of conference room settings, Perform vulnerability remediation as directed to maintain secure networks.

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| **Aug 2016 to Jan 2017** | **Helpdesk Night Audit; Wyndham Resorts; Ft. Walton Beach,**  **Florida**  **Status:** Night Auditor  **Rank/Grade:** Not Applicable  **Duties**:**.** Promptly greet guests in a friendly and professional manner. Complete guest registration process, issue unit keys, and provide hotel information reservations for individuals and/or groups. Check departure folios; verify daily cash sheets, ensuring all totals are accurate and posted correctly. Close and reset credit card system. Update no shows and run final night audit and associated reports. Interact with site accounting regarding all aspects of daily transactions, cash drops, credit cards etc. Accurately process all cash and credit card transactions in accordance and area attractions with established procedures. Balance all cash receipts and work performed during shift and perform a bucket check on shift, post all guest charges, complete cashier and other reports, preparing deposit, and counting/securing of assigned bank. Complete check-out procedures. May routinely book guest |
| **Jun 2015 to July 2016** | **System Engineer; SRA International; Ft. Walton Beach,** |

# Florida

**Status:** DoD Contractor

**Rank/Grade:** Not Applicable

**Duties:** Developed, Acquired, Implemented the Small Unmanned Aircraft System Manager (SUASMAN) Development network for Air Force Special Operations Command (AFSOC) and the DOD.

Configured switches installed and configured Windows Server 2012 R2, Windows Server 2008 R2, Active Directory, SCCM,

Microsoft Exchange 2013, SQL Server 2008, SQL Server 2012,

TFS 2013 and Hyper-V Virtual processing. The SUASMAN application is used for Special Forces Operator to conduct and complete training on all Small Unmanned Aerial Vehicles. This network was built for the SUASMAN software developers to create, test and implement code for the SUASMAN application.

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| **Mar 2015 to Jun 2015** | **Senior Helpdesk Specialist; SRA International; Stuttgart,**  **Germany**  **Status:** DoD Contractor  **Rank/Grade:** Not Applicable  **Duties:** Manage user/group accounts, to include creation, deletion, validation and modification of classified and unclassified systems using Active Directory and DRA administrative consoles, perform administrative duties in a Microsoft and Cisco centric environment, Provide assistance to the Operations and Maintenance VTC team with VTC scheduling and setup in conference rooms. Provided assistance to conference, meeting and exercise C4 systems IT support requirements. Provide support to Information Assurance, including initial response and triage to Classified Messaging incidents. Create update and close Remedy trouble tickets. Maintained patch and desktop configuration updates via SCCM client to package and install multiple software and Microsoft Security patches. |
| **Sep 2014 to Feb 2015** | **Student; DeVry University; Manhattan, New York**  **Status:** Full-time Student  **Rank/Grade:** Not Applicable  **Duties:** Student |
| **Dec 2012 to Aug 2014** | **IT Project Management Supervisor/IT Exercise Planner/ IT** |

**Material Controller; United States Air Force; Ramstein, Germany**

**Status:** Active Duty

# Rank/Grade: SSgt/E-5

**Duties:** Analyzes IT requirements/develops technical solution/directs installations of all C4I systems within the Air Operations Center (AOC), Troubleshoot, repaired and VTC, Computer Systems, and Telecommunication equipment using Active Directory, SCCM, DRA and Remote Desktop tools. Provided cradle-to-grave project guidance to AOC members’ research, implement document system upgrade and changes, Manages Air Combatant Command Program Management Office Weapon System Information Technology upgrades. Created multimillion-dollar operations floor outfitted with over 6 systems including NIPR, US SIPR, SEAGULL, BICES and other coalition systems

**Aug 2012 to Nov 2012 NCOIC, Communications Focal Point; United States Air**

**Force; Ramstein, Germany**

**Status:** Active Duty

**Rank/Grade:** SSgt/E-5

**Duties:** Provided fault isolation repair actions for C2 systems

supporting USEUCOM/USAFRICOM’s 105-nation Area of

Responsibility (AOR), Maintained data security to update 700

computer systems using remote access and software patch

reporting tools (SCCM), Led 3-member team configured printers,

special programs, Video Teleconference (VTC) suites and other

system and software applications for end-users. Analyzed and

reported systems status for C4I and security of the classified

network to leadership daily. Responsible for the daily maintenance,

security patching, and troubleshoot for over 6 systems to include 3

coalition systems such as SEAGULL, BICES, ROSHAMBO and

others.

**Sept 2009 to July 2012 Supervisor, Client Support Team; United States Air Force;**

**Lakenheath, England**

**Status:** Active Duty

**Rank/Grade:** SSgt/E-5

**Duties:** Provided e-mail, Standard Desktop Configuration (SDC)

via the SCCM tool and networking, Virtual Private Network

(VPN) support to 4K users, Responsible for setting up classified

and unclassified Video Teleconferences (VTC) for base leadership

and customers, maintained 31st Fighter Wing classified and

unclassified networks, ran 75ft of Category 5 (CAT5) and Fiber

Optic cables, pushed 150 security patches, configured 50 phones

and enabled communications for 800 personnel.

**Mar 2009 to Aug 2009 Knowledge Operator, 51st Maintenance Group; United States**

**Air Force; Osan AB, Republic of Korea**

**Status:** Active Duty

# Rank/Grade: SrA/E-4

**Duties:** Performed, supervised and managed client software and hardware tasks and functions for over 686 C4I systems, Controlled and maintained accountability for group-level information systems and operational security directives, Revamped and maintained 51 MXG SharePoint site, provided customer information how to data and streamlined tickets resolution to 100%

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| **Aug 2008 to Feb 2009** | **Client Support Administrator, 51st Maintenance Group;**  **United States Air Force; Osan AB, Republic of Korea**  **Status:** Active Duty  **Rank/Grade:** SrA/E-4  **Duties:** Provided client support administration to over 1,300 personnel to assist in operations, restoration and configuration management, Modified over 1,000 network accounts, updated client attributes and maintained daily user access to mission critical data. Led the Standard Desktop Configuration (SDC) of 132 laptops valued at $400K. Created 160 user accounts, unlocked 70 passwords, resolved 53 Common Access Card (CAC) issues and verified network access for 280 personnel using Active Directory SCCM and other administration tools. |
| **Dec 2007 to Jul 2008** | **Client Support Administrator, USAFE Computer Systems**  **Squadron; United States Air Force; Ramstein, Germany**  **Status:** Active Duty  **Rank/Grade:** SrA/E-4  **Duties:** Responsible for the daily administration of $168M USAFE classified and unclassified network systems, VTCs, Audio and Visual Suites and telecommunications using Remedy, Active Directory, SCCM, and Remote Desktop Configuration Tools. Provided network services to over 42,500 users, 7 main operating bases and 78 separated units, maintained command-wide network situational awareness and reported network outages to Enterprise Service Unit (ESU). |
| **Apr 2006 to Nov 2007** | **Technician, Consolidated Help Desk, USAFE Network** |

**Operations Center; United States Air Force; Ramstein, Germany**

**Status:** Active Duty

# Rank/Grade: A1C/E-3

**Duties:** Responsible for daily defense and administration of $168M USAFE classified and unclassified network array, Tier 1 and 2 support to over 42K users at 7 main operating bases and 78 geographically separated units, Initiated USAFE trouble-tickets, coordinates response and ensures timely resolution for MAJCOM customers, Air Force Portal Administrator and advises MAJCOM C2 Center of network outages.

# Jun 2005 to Mar 2006 Lead Technician, Navy Marine Corps Intranet (NMCI), NMCI; Iwakuni, Japan

**Status:** DoD Contractor

**Rank/Grade:** Not Applicable

**Duties:** Standardized network operations, data security, technical support and real-time communications across every level of the Navy and Marine Corp by establishing hardware, software and operating systems.

**Education/Certifications.**

DeVry University; Bachelor’s Program; Computer Engineering Technology, Manhattan, New York, 2017

Matthew C. Perry High School Diploma, Iwakuni, Japan, 2005

Certification CompTIA Security + 2011 CE 2013

Cisco Networking, 2012

CompTIA A + 2011 CE 2013

CompTIA Server + 2017

**Relevant Training.**

Air Force Course-(Certification) Cisco Call Manager with VOICE over INTERNET PROTOCOL, Sheppard Air Force Base, Texas, 2012

**Clearance.**

Active Secret