**Brandon Maynard**

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| **Objective** | *To further advance my understanding and knowledge of computer systems and their maintenance so that I may grow within the industry and contribute my talents and learned skills more greatly.* |
| **Education** | **Arizona State University. Tempe, AZ.**  Science and Engineering  **Hamilton High School. Chandler, AZ. 2007.** |
| **Skills** | MS Windows OS Troubleshooting Experience 8+ years  MS Windows Office Troubleshooting Experience 8+ years  General Computer Hardware Diagnostic and Troubleshooting 8+ years  Cisco Anyconnect Software Troubleshooting Experience 6+ years  Dell Hardware/ Software Break/ Fix and Troubleshooting 3+ years  Active Directory/ Microsoft Exchange Experience 5+years  Remote Desktop and Phone Support 5+years |
| **Experience** | **Global Service Desk. Cognizant. Phoenix, Arizona.**  August 2019–Current   * Initially brought on to work for the Pacific Life project, provided user access support with Active Directory, Microsoft Exchange, Airwatch, various virtual machine software using Citrix, Cisco and other VPN software. * Moved to internal support during company wide shift to work from home, after six months on Pacific Life. * Provided general support for Cognizant internal, password resets, troubleshooting office, troubleshooting internal and client virtual machine and VPN software, managed user accounts with Active Directory and Microsoft Exchange, managed hardware and software ordering. * Communicated with other specialized internal teams for system wide or specific software issues.   **Remote Desktop Support. Aetna/ Tech Mahindra. Tempe, Arizona.**  April 2018–April 2019   * Performed password resets and account unlocks over a vast array of softwares. * Performed troubleshooting over a vast array of softwares including medical and insurance programs. * Performed in home and in office networking issues, and VPN based issues. * Performed Windows 7/10 troubleshooting and MS Office 365 and Outlook troubleshooting. * Documented and ticketed outages and complex issues to send to specialized resolver groups. * Serviced a high number of inbound calls daily, with a high number resolved with low call time.   **End User Services. Dignity Health. Phoenix, Arizona.**  September 2017– January 2018   * Brought on to project to help transition from Windows 7 to Windows 10. * Performed imaging and deployment of Windows 10 computers to on site and remote employees. * Performed backfill core work for End User Services including software troubleshooting, hardware troubleshooting, network troubleshooting, IMAC. * Maintain a queue of tickets for both on site and remote employees.   **Dell/ NTT Data Desktop Support. Honeywell. Tempe, Arizona.**  March 2015– September 2017   * Pilot test new on site desktop support for Dell on Honeywell campus, and establish new process and procedure with Dell upper management staff. * Manage workflow and maintain service level agreements for incoming calls and walk in desktop support for entire campus, international users, and outside vendors. * Provide level 1 and level 2 Dell certified technical support for laptop and desktop break-fix issues. * Coordinate with other divisions of IT and business groups within Honeywell to provide solutions for users outside of expected scope of desktop support.   **Computer Technician. Express Technologies Incorporated. Tempe, Arizona.**  December 2012 - March 2015   * Diagnose, refurbish, and repair desktop, laptop and server based computer parts. * Maintain a current knowledge of manufacturer diagnosis and updating software. * Maintain a current knowledge of configurations and interchangeably compatible parts for a wide variety of systems. * Use troubleshooting and diagnostic approaches to repair computer parts to factory conditions. * Write technical reports on diagnostic and repair procedures for both technical and sales based staff. |

**Brandon Maynard**

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| **References** | **Avery Anderson**  Lead with Aetna  623 229 3407  **Greg Baltzell**  Former Supervisor/ Lead with NTT Data  480 592 3596  [Greg.Baltzell@honeywell.com](mailto:Greg.Baltzell@honeywell.com)  1300 W Warner Rd, Tempe, AZ 85284  **Russell Byrd**  Former Supervisor/ Lead with Dell  480 592 1558  [Russell.Byrd@honeywell.com](mailto:Russell.Byrd@honeywell.com)  1300 W Warner Rd, Tempe, AZ 85284  **Dewayne Kennedy**  Current Site IT Focal/ Lead with RL Canning  480 592 1190  [Dewayne.Kennedy@honeywell.com](mailto:Dewayne.Kennedy@honeywell.com)  1300 W Warner Rd, Tempe, AZ 85284  **Mike Dittemore**  Current IT Manager on Site with Honeywell  480 592 5951  [Mike.Dittemore@honeywell.com](mailto:Mike.Dittemore@honeywell.com)  1300 W Warner Rd, Tempe, AZ 85284  **Christine Barrett**  Current IT Staff with Honeywell  480 592 7214  [sharkdiverchris@gmail.com](mailto:sharkdiverchris@gmail.com)  1300 W Warner Rd, Tempe, AZ 85284  **Tim Wagner**  Former Lead with Dell  602 723 1061  [tdos@pobox.com](mailto:tdos@pobox.com)  1300 W Warner Rd, Tempe, AZ 85284 |
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