Brian Mcintosh
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Introduction— Professional Development Specialist*

Motivated IT Professional with hands-on experience in technical support, system administration, and Python programming. Skilled in network building, PC repair, and cybersecurity principles. Proficient in troubleshooting hardware/software issues, managing ticketing systems, and configuring security policies along with project management tools. Committed to continuous learning through certifications, including CompTIA A+ and ongoing Python development. Strong collaborator with experience in customer support, technical issue resolution, and open-source contributions. Adaptable to dynamic environments and dedicated to delivering impactful technical solutions.

Academics — Continuous in Industry standard training and technical development*

Washburn Tech — *Information Systems Technology | Aug – Nov 2024*
- Focused on network building, configuration, and PC repair.
- Completed COMPTIA A+ training, utilizing scripting languages to diagnose issues and optimize efficiency.

American Public University Systems *| BS in Cybersecurity | 2022 - 2028*
- Concentration on cybersecurity principles and real-world application.
- Conducted research, development, writing, reporting, and analysis, with expertise in both technical and non-technical writing

Professional Experience — Professional Developer | Web & IT Support Empowering through Tech*

Hilton Garden Inn Topeka — Night Auditor/Front Desk Ambassador | *Dec 2024 – Current*
- Manage front desk operations, reservations, and overall hotel functions, ensuring guest satisfaction through professional and exceptional customer service.
- Utilize company software to process payments, manage databases, and perform a range of administrative and operational tasks efficiently.
- *Conduct night audit transactions and accounting tasks, including reconciling billing accounts, posting transactions, compiling revenue statistics, and preparing accurate daily flash reports for effective dissemination and accounting purposes.*

Quality Inn & Suites Topeka — Hotel Front Desk Agent | *Sep 2024 – Nov 2024*
- Manages the front desk, reservations, and overall hotel operations while prioritizing guest satisfaction by delivering professional and exceptional customer service.
- Operates company software to manage and process payments, as well as perform various other job functions related to database management and utilization.

Washburn Tech — Tech Support Student Assistant *| Aug 2023 - Nov 2023*
- Supported students and faculty in resolving technical issues related to software, hardware, and network configurations.
- Managed ticketing systems and provided efficient troubleshooting of PCs and mobile devices.

Topeka Correctional Facility — Corrections Officer II *| Dec 2020 – Dec 2023*
- Utilized technology to manage reports, communication, and training for up to 108 inmates.

- Developed effective workflows in the use of digital tools to enhance security operations.

US Navy Reserves — *Boatswain's Mate Second Class Petty Officer* | *Nov 2018 - Present*
- Liaised with the IT department to resolve technical issues within the unit.
- Led and supervised personnel in maintaining operational readiness, ensuring the successful execution of technical tasks and adherence to maintenance schedules.

Professional Development Orientation — *Web-Development curriculum CareerFoundy In-Progress 2024 Covering Frontend and Backend Skills* | *Completion Aug 2025*

Certified Python Developer* — 2024 Well versed in programming and web development.
- **Mimo(2024)** Certified Python AI Developer, HTML5, with ongoing development progress in full-stack web development and other development languages.
- *W3Schools (2024)* Exercised proficiency in Python programming, including data structures, control flow, functions, and modules, with a focus on practical, real-world applications and foundational programming skills.
- **Zero to Mastery Complete Python Developer Bootcamp – 2024** Complete Certified Developer.

Cisco Networking Academy* — 2024
- Set up simulated networks and configured Cisco devices, gaining hands-on experience in network operations, security protocols, and troubleshooting. Integrated Linux courses to enhance network administration skills.

Unit Level Training* — US Navy — Basic Field Comms Operator | 2023 – current
- Served as a Qualified Basic Field Communications Operator, executing timed exercises to efficiently deploy satellite communications under operational pressure, utilizing TEK encryption on AN/PRC-117 and AN/PRC-119 radios for secure and reliable communication.

Overseas Deployment*
(Djibouti)— US Navy — Expeditinary Logistics Specialist | May — Sep 2024
- Delivered facility services and logistical and management support for over 300 servicemembers, boosting morale, 100% guaranteed satisfaction vital services in support global logistical demands.
- Provided security, food service and environmental health assistance vital for operations while supervising contractors ensuring food safety and maintaining environmental health standards.

Google IT Support* — Certified IT Support Professional 08/22 – 07/23
- Completed hands-on, practice-based assessments designed to prepare for entry-level IT support roles, demonstrating competency in foundational skills including troubleshooting, customer service, networking, operating systems, system administration, and security.
- Designed and implemented a comprehensive cybersecurity policy, focusing on data protection and best practices.

Surplus Exchange* — Warehouse Operator | 2018 | Electronic Recycling Company — KCMO
- Recycled a wide range of electronics, from pocket-sized devices to large equipment. Managed high volumes of computer towers and electronic components, disassembling hundreds of

computers while inspecting and testing them for retail use. Delivered consistent, high-quality customer service that contributed to production growth and overall success.

Certifications* —

- **Mimo**: Python Developer, AI Python Developer, HTML5
- **W3Schools**: Certified Python Developer
- **Zero To Mastery**: Complete Python Developer 2024, Complete Web Developer 2024
- **Navy Intermediate Leadership**
- **Google IT Support**: Certified IT Support Professional

Position Qualifications* Required Skills

- **Administrative –** Has the administrative experience competent to meet role responsibilities and all other aspects of the job role that can capitalize on the hotels strengths, including identifying and facilitating opportunities that increase productivity and efficiency.
- **Competencies –** 6 years professional military service, innovating and developing roles and responsibilities capitalizing on strengths and developing productivity and efficiency of required skill and strengths.
- **Education/Experience –** In depth knowledge of organizational policies, corrections for 3 years, trained and coached team members in a positive fashion overall increasing retention by 27%, valuably contributing to the improvements of operations. Collaborated with others to facilitate coordination and programs, maintained high-level of guest assistance exercising superior written/comms skills.