

**Brandon LaFleur**  
Loveland, CO, 80538  
brandon.a.lafleur@gmail.com

**Objective:** To gain hands-on experience in a professional business environment.

**Education:** UNIVERSITY OF NORTHERN COLORADO Greeley, CO  
B.S. Business Administration 2011-2016  
Emphasis: Computer Information Systems  
Minor: Network/Info Systems Security  
GPA 3.5

**Experience:** **Computer Assembly – Self Employed** **2010-2015**

- Purchased and assembled PC components according to customer specifications.
- Managed defects and provided ongoing support to customers.

**Woodward, Inc. – Information Systems Internship** **2015-2016**

- Worked with calibration group on database management issues.
- Wrote and tested SQL scripts and queries.
- Worked on a daily basis with an enterprise resource planning system.

**Target – Flow Team Member** **2017-2018**

- Worked with a team to complete day to day tasks.
- Provided customer service and assistance.

**Rise Broadband - Technical Support Representative** **2018-Present**

- Provided technical support for VoIP, Internet, Web Hosting services, Email, Ethernet connections.
- Resolved end user home network issues.
- Used proper judgment to set up onsite service calls as needed
- Responded to customers inquiries, regarding billing, sales and technical support.
- Updated and maintained account details with accurate data.
- Communicated with all other Company departments regarding operations issues.

**Skills:** Programming: C#, Java, Visual Basic, Python, HTML, SQL, JavaScript

Object-Oriented Design

Agile Software Development (Scrum)

**Brandon LaFleur**  
Loveland, CO, 80538  
brandon.a.lafleur@gmail.com

Customer Service

Problem Solving

PC Assembly and Troubleshooting

Microsoft Office: Word, Excel, PowerPoint, Access, Project, Visio

Other Applications: Team Foundation Server, Microsoft SQL Server, SharePoint, Visual Studio, Oracle SQL Developer, Eclipse, Crystal Reports, ERP Systems, CRM Systems.

**References:** On request