Brandon A.M Halladeen
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Location: 90 Baldwin Crescent, Kingston 20

Skills

- Microsoft Office Suite
- Programming- Python, Bash Scripting, Solidity
- Tech Savvy
- Cyber Security Essentials
- Bug Bounty Hunting

Education

- BSc. Computer Networking & Security
  University of Technology Jamaica (Pending)
- 13 CXC Subjects (9 CSEC & 4 CAPE)
  Ardenne High School (2013-2019)
- Introduction to Quantum Computing
  Qubit by Qubit, Code Academy
- Full Stack Web Developer Certification (April 2022)
- Certified Solidity Developer Certification (April 2022)

Work Experience

Overseas Examination Commission

System Administrator (April 2023-Present)

- Installing and configuring software, hardware and networks

- Monitoring system performance and troubleshooting issues

- Ensuring security and efficiency of IT infrastructure

- Set up accounts and workstations

- Troubleshoot issues and outages

- Ensure security through access controls, backups and firewalls

- Upgrade systems with new releases and models

- Develop expertise to train staff on new technologies

- Build an internal wiki with technical documentation, manuals and IT policies

Technical Support Staff

Concentrix (February 2021 - March 2022)

- Install and configure computer systems and applications within the company

- Respond to customer inquiries and assist in troubleshooting and resolving challenges

- Maintain a working log detailed all required system updates, as well as the date of completion

- Complete detailed reports listing requests for technical assistance, steps taken to resolve them, and the specific dates/individuals involved

- Act as the initial point of contact for all computer and system related concerns from clients or other employees

IT Technician

Herbs (January 2020- January 2021)

- Install and configure hardware and software components

- Repair or replace damaged hardware

- Upgrade systems to enable compatible software

- Install and upgrade antivirus software

- Troubleshoot hardware and software issues