

BRIAN WILSON

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Summary

Dynamic IT Specialist with over 25 years of experience in technical support, customer service, and team leadership. Proven expertise in troubleshooting, system optimization, and process improvements to enhance operational efficiency. Adept at implementing IT solutions to resolve complex issues and improve service delivery. Seeking to leverage technical skills, customer-focused approach, and leadership experience as a Help Desk Specialist.

Core Skills

- **Technical Proficiency:** IT support, help desk Zendesk, LiveAgent, troubleshooting process, training, diagnostics, system configuration, network administration, web development, cybersecurity, hardware and software management, remote monitoring and management (RMM), patch management, disaster recovery, and CRM systems (Salesforce, NetSuite, HubSpot).
- **Tools & Programming:** Python, PowerShell, HTML, Google Ads, virtualization, Google Analytics, data backup and recovery, PC troubleshooting and repair.
- **Operational Expertise:** CSM, Team building and leadership, customer experience enhancement, policy development, training, compliance auditing, project management, scheduling, and logistics.

Work Experience

Inspector • Massey Services, S. Daytona • Nov 2023 – Present

- Conducted and documented over 1,300 property inspections, identifying issues and ensuring rapid remediation, boosting client satisfaction by 40%.
- Created and delivered 500+ service proposals, achieving a 80% conversion rate for tailored pest management solutions.
- Leveraged advanced diagnostic tools for a 25% improvement in issue identification accuracy.
- Coordinated 500+ service appointments annually, maintaining a 98% on-time delivery rate.

General Manager / IT Lead • Daytona Pressure, S. Daytona • April 2021 – Oct 2023

- Directed IT infrastructure for two locations, achieving 99.9% system uptime through robust cybersecurity and maintenance protocols.
- Launched Clover-based POS and inventory control systems, reducing waste and achieving an 18% profit improvement.
- Built and maintained three company websites and 12 social media accounts, driving a 20% increase in customer engagement.
- Improved customer issue resolution using Salesforce CRM, resulting in a 20% boost in satisfaction and loyalty.

Route Manager / Help Desk Specialist • WCA Waste, Orange City • Jan 2019 – April 2021

- Provided IT support and cybersecurity training, reducing user downtime by 15%.

- Optimized routing systems using real-time data, improving efficiency by 25% and reducing operating costs by 12%.
- Resolved customer issues within 48 hours, enhancing satisfaction by 15%.
- Conducted driver performance reviews, increasing productivity by 20% and cutting costs by 18%.

Caretaker • Self Employ, Port Orange • Jan 2016 – April 2019

- Offered tailored, high-quality care for a terminally ill family member, managing complex medical needs with diligence and empathy.

Dispatch Manager / IT Specialist • Woods Ambulance, Gardner • Jan 2004 – Dec 2016

- Managed IT infrastructure across four locations, ensuring HIPAA compliance and 99.9% uptime.
- Delivered end-user support, troubleshooting IT issues within two hours on average.
- Oversaw a high-volume call center handling 100,000+ calls annually with a team of 125 employees.
- Implemented system upgrades and provided staff training, improving operational efficiency by 20%.

Fire Fighter/EMT • Hubbardston Fire, Hubbardston • Jan 2004 – Dec 2014

- Responded to over 1000 emergency calls as an EMT and pump engineer, delivering life-saving care and effectively operating fire suppression equipment during critical incidents.
- Executed 250+ fire safety inspections, led community education programs, and facilitated drills, enhancing team readiness and improving public safety awareness by 30%.
- Taught fire safety to over 500 school children, raising awareness and equipping them with essential life-saving skills through interactive lessons and demonstrations and 911 call drills.

Education

- **A.S. Computer Science** • Mount Wachusett Community College • GPA: 3.8 • Aug 2008 – June 2009
- **Certificate in IT Support** • Mount Wachusett Community College • GPA: 3.8 • Aug 2008 – June 2009

Certifications

- Introduction to Cybersecurity Fundamentals • Coursera • Completed: December 2024
- Getting Started in Google Analytics • Coursera • Completed: December 2024
- Google Ads for Beginners • Coursera • Completed: December 2024
- In Progress: Google IT Support Professional Certificate (Feb 2025), Google Cybersecurity Professional Certificate (Mar 2025), CCNA (Apr 2025)

Interests

- Multi-instrument musician, extreme holiday decorating, published horror fiction author.