BRIAN WILSON

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Summary

Versatile IT professional with 25+ years of experience encompassing both technical support and web development. Proven ability to resolve technical problems efficiently, improve system performance, and enhance user satisfaction. Adept at utilizing help desk ticketing systems (Zendesk, Live Agent) and CRM platforms (Salesforce, NetSuite, HubSpot) to manage and track support requests. Proficient in web development (HTML, CSS, Java), with experience creating and maintaining websites. Seeking a Help Desk Specialist role where I can leverage my combined IT and web development skills to contribute to a dynamic team.

Technical Skills

- Help Desk/IT Support: Ticketing Systems (Zendesk, Live Agent), Remote Support, Desktop Support, Technical Troubleshooting, Hardware/Software Installation, Network Administration, System Configuration, Patch Management, RMM, Incident Management, Problem Management, Change Management
- Cybersecurity: Malware Remediation, Vulnerability Management, Security Auditing, EDR (MS Defender, Sentinel One), SIEM, HIPAA Compliance
- CRM/Business Applications: Salesforce, NetSuite, HubSpot, Clover POS
- Web Development: HTML, CSS, Java
- Scripting/Programming: Python, PowerShell
- Databases: MySQL, Oracle
- Networking: TCP/IP, DNS, DHCP, VPN, Firewalls
- AI/Automation: Prompt Engineering (ChatGPT, Gemini)
- Social Media: Bolt, Loveable
- Operating Systems: Windows, macOS, Linux, Proxmox
- IT Tools: Malwarebytes, Kaspersky, Avast, FTK, IBM Resilient, ServiceNow, SSIS, GitHub, Kali Purple Analytics/Marketing: Google Analytics, Google Ads

Professional Experience

Web Developer/PC Repair Owner | GigaTech | Port Orange, FL | Jan 2024 – Present

- Developed and maintained 10 websites for small businesses using HTML, CSS, and Java, managing all aspects of the development lifecycle from client communication to project delivery resulting in increased online presence and customer engagement for clients.
- Provided computer repair and data recovery services for 50 clients, resolving hardware failures, software issues, and data loss scenarios.
- Managed website hosting and domain registration for all clients.

Technical Inspector | Massey Services | Port Orange, FL | Nov 2023 – Present

- Conducted 1,300+ detailed commercial and residential property inspections, identifying and resolving technical issues.
- Generated 500+ service proposals, effectively addressing customer needs and contributing to sales growth, with an 89% conversion rate.
- Maintained a 98% on-time rate for 500+ annual appointments.

General Manager / IT Lead | Daytona Pressure | S. Daytona, FL | Apr 2021 – Oct 2023

- Managed IT infrastructure for two locations (8 users, 14 devices), ensuring 99.9% uptime and robust cybersecurity.
- Launched Clover-based POS systems, resulting in an 18% increase in profits.

- Developed and maintained three websites and 12 social media accounts, increasing customer engagement by 20% and contributing to a 32% increase in overall sales through multistate expansion.
- Provided Tier 1 and Tier 2 technical support to end-users, resolving hardware, software, and network issues with a 90% first-call resolution rate.

Route Manager / Help Desk Specialist | WCA Waste | Orange City, FL | Jan 2019 – Apr 2021
- Provided IT support and cybersecurity training, reducing downtime by 15%.
- Resolved customer IT issues within 48 hours, increasing customer satisfaction by 15%.
- Optimized routing systems, improving efficiency by 25% and reducing costs by 12%.

Family Care Responsibilities | 2016 - 2019

President-Technician | GusAmus Enterprises, Hubbardston, MA | Jan 2005 —April 2016
- Developed and maintained 40 websites for small businesses using HTML, CSS, and Java.
- Provided technology solutions to residential clients, including PC and laptop repair, data recovery, OS migration, virus removal and protection, and home network setup. Served an average of 40 clients per month.

Dispatch Manager / IT Specialist | Woods Ambulance | Gardner, MA | Jan 2004 – Dec 2016
- Managed IT infrastructure across four locations, ensuring data security, HIPAA compliance, and 99.9% system uptime.
- Analyzed security systems, led vulnerability management, and mitigated cyber threats. Reduced security vulnerabilities by 52%.
- Streamlined the critical incident response process by implementing a new computer aided routing and dispatch system, reducing average service response time by 45%
- Directed a high-volume call center handling an average of 500 calls per day.

Family Care Responsibilities | 2016 – 2019

Fire Fighter/EMT | Hubbardston Fire, Hubbardston, MA | Jan 2004 – Dec 2014

Education
Associate of Science in Computer Science | Mount Wachusett Community College | GPA: 3.8
Certificate in IT Support | Mount Wachusett Community College | GPA: 3.8

Certifications
Completed
Google Prompting Essentials (Coursera, Feb 2025)
Foundations of Cybersecurity (Coursera, Feb 2025)
Introduction to Generative AI (Coursera, Feb 2025)
Introduction to Cybersecurity Fundamentals (Coursera, Dec 2024)
Getting Started in Google Analytics (Coursera, Dec 2024)
Google Ads for Beginners (Coursera, Dec 2024)
In Progress
Google IT Support Professional Certificate (In Progress - Feb 2025)
Google Cybersecurity Professional Certificate (In Progress - Mar 2025)
CCNA (In Progress - May 2025)