

# Tyler Brauner

## IT Technician

Raytown, MO 64133

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Authorized to work in the US for any employer

## Work Experience

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### IT Help Desk Technician

Fullbloom - Remote

January 2022 to Present

Assist users remotely as the first tier of support. The first to talk with the customer to resolve their issues. Have to assist users with a tier 2 mindset to resolve most issues and only as a last resort escalate to level 2 team.

Have to use technical and logical skills to troubleshoot hardware and software issues.

Have wide knowledge of applications (Okta, O365, UltiPro, etc.) to assist users that have issues understanding the software.

Have empathetic mindset for customers to help them feel helped and give them the mindset that it is ok to call us. We appreciate the call and are always happy to help.

### Site Support Engineer

NTT DATA - Lenexa, KS

September 2021 to January 2022

Primary tier 2 desktop technician for the entire Lenexa site with 1600+ users.

Work in ServiceNow for daily tasks as well as Asset Management

Assist users with desktop/application/phone/printer issues, usually work 10+ issues a day

Huge focus on including detailed notes in tickets, having a very thorough asset management program, creating good knowledge articles for use by other techs, and customer followup

### IT Technician

NetImpact (Contractor for USDA) - Kansas City, MO

June 2021 to September 2021

Assist customers with computer technical issues

Inventory and deploy new assets for 6 different Federal Departments

Meet deadlines for customers in tandem with providing a good customer experience

### Help Desk Technician

Sprint/T-Mobile - Kansas City, KS

March 2020 to April 2021

Troubleshooting application and hardware issues with all Sprint/T-Mobile retail locations, still being trained on the T-Mobile side.

Put detailed notes into tickets for reference by other co-workers for reference and for escalation purposes

Assisting both Sprint and T-Mobile Employees during the Sprint and T-Mobile merge

### **Senior PC Technician**

Bearskin Services - Tulsa, OK

November 2017 to January 2020

Troubleshooting applications and hardware for 300+ users locally and remotely.

Inventory all technical equipment belonging to SWPA and work with auditors to verify the integrity of the inventory.

Identify best products for yearly equipment refreshes.

Keep detailed notes and records of troubleshooting done for future use by other co-workers

### **IT Technician**

Crosscom - Tulsa, OK

July 2015 to November 2017

Over the phone technical support of electronic equipment for retail locations 2 years of ServiceNow experience

Work with techs on site to service electronic equipment

Overnight work experience for a year

Managed 2,000+ site's servers overnight

### **Client Service Technician**

TEKsystems - Tulsa, OK

February 2015 to June 2015

Repaired and Replaced PC components.

Updated Windows from XP/Vista to Windows 7.

Removed Malware, Viruses, and Spyware from user computers.

Worked with customers to identify various issues.

### **Printer Technician**

OOSI

December 2014 to February 2015

Repaired and replaced parts for Xerox, HP, Konica, and Copystar printers.

Performed initial setup for printers for installation at user sites.

Fixed printer network issues.

### **Client Service Technician**

JBER Air Force Base

February 2013 to October 2014

Anchorage, AL

Install and configure new PC, including operating software or peripheral equipment.

Conversed with customers to determine details of PC problems.

Reassemble PC after making repairs or replacing parts.

Traveled to client sites to service PC or to provide emergency repair service.

Reinstalled software programs and adjusted settings on software to fix PC malfunctions.

Assisted in setting up offices for new users, routed cables, etc.

Setup backups for all computers on the network.

Did operating systems upgrades from vista to windows 7

Used remote desktop to remotely fix user's issues

Used active directory to divide users into certain groups to access certain folders.

### **Client Service Technician**

Tinker Air Force Base - Oklahoma City, OK

October 2011 to January 2013

Assemble PC according to specifications, using hand, power tools and measuring devices.

Performed test to assure PC functionality of parts.

Maintain records of equipment maintenance work and repairs.

Tested new systems to ensure that they are in working order.

Install and configured new equipment, including operating software or peripheral equipment.

Fixed network issues through computer's IPv4 settings.

Consulted customers concerning PC operation, maintenance, and programming.

## Education

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### **High school or equivalent**

Union High School - Tulsa, OK

## Skills

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- Information Technology (9 years)

- Desktop Support (9 years)
- Help Desk
- Comptia
- It Specialist
- Active Directory
- Software Troubleshooting
- ServiceNow
- Microsoft Windows
- Operating Systems
- Technical Support
- CSS
- HTML5
- Technical support
- JavaScript

## Military Service

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### **Branch: Air Force**

Service Country: United States

Rank: Airman First Class

March 2011 to October 2014

## Certifications and Licenses

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### **A+ Certified**

September 2020 to September 2023

## Additional Information

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### Skills

- Microsoft Office 365
- Active Directory
- Remedy ticketing Systems
- ServiceNow
- Windows vista, xp, 07, 08, 10
- MacAfee Antivirus
- Symantec Endpoint Protection
- Remote Desktop
- A+ Certification