

Brandon Dwayne Evans

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Summary

Seasoned IT Professional skilled in technical support, system administration, and IT management, currently excelling as a Technical Support Engineer at Grifols Plasma. I have a knack for cutting resolution times, enhancing system reliability, and improving user experience through proactive problem-solving and strategic collaboration. My roles at Mosaic Counseling Services and The YOUNIVERCITY involved managing role-based user access, creating SOPs, planning system upgrades, and leading website migrations. Adept at interfacing technical teams and end-users, I am committed to delivering seamless and efficient IT solutions.

Experience

Technical Support Engineer

Grifols Plasma

November 2021 to Present

Raleigh, NC

- Serve as a primary point of contact between IT support and users, using ticketing systems and direct communication to resolve system and user experience issues, cutting resolution time by 40%.
- Initiate programs to enhance system efficiency and user satisfaction, including implementing system overhauls, security enhancements, and user training initiatives.
- Collaborate with cross-functional teams, including software development and management, to design, implement, and analyze system enhancements and upgrades. This collaboration resulted in a 30% increase in system performance and a 25% improvement in reliability.
- Lead website transformation and daily maintenance, including migration, content creation, image optimization, and troubleshooting technical issues, resulting in a seamless online experience and improved search engine visibility.

System Administrator

Mosaic Mental Wellness and Health

April 2019 to September 2022

Roanoke, VA

- Developed comprehensive standard operating procedures (SOPs) for system administration tasks.
- Planned hardware updates and system enhancements, leading to a 20% improvement in overall system performance and reliability.
- Analyzed diagnostic data to understand cause/correlations of network issues and problematic areas within the IT infrastructure and implemented strategic solutions to reduce IT downtime by 30%.
- Established relationships with IT vendors and negotiated favorable contracts ensuring timely and reliable delivery of services and products essential for system maintenance and optimization.
- Updated company website and implemented functionality enhancements to improve user experience and drive engagement.

IT Support Specialist

The YOUNIVERCITY

April 2014 to July 2023

Roanoke, VA

- Delivered Tier 1 technical support to customer end users, including fielding escalated issues and diagnosing hardware and software configuration problems
- Analyzed business problems and developed innovative solutions to meet customer and client needs, resulting in a 35% increase in customer satisfaction.
- Interfaced cross-functionally with non-technical users and technology teams, which includes providing training and identifying solutions to complex technical issues
- Implemented agile methodologies within the team which resulted in 25% improvement in project delivery times.

Technical Skills

Operating Systems: MS Windows 7, Windows 8, Windows 10, Linux

Website management: WordPress, Squarespace, Liferay, HTML5, JavaScript, PHP, SQL, Python, SEO

CRM and Project Management Tools: Salesforce, Tableau, PowerBI, Jira, Microsoft Project, Sysaid, ServiceNow

Network configuration: VLAN, Firewall management, VPN, DNS, VMware, Cisco

Technical support: Help Desk, Troubleshooting, Customer Service, Active Directory

Honors & Certifications

- CompTIA Security+ 701
- Certified Agile Professional (SSGI-CAP)
- Data Analytics Certification (Six Sigma Global Institute)
- Cisco Networking Academy® Introduction to Cybersecurity
- Google IT Support
- Leadership Roanoke Valley 2022

Education

Carson Newman College

Bachelor of Science in Business Marketing

Jefferson City, TN

December 2011