

**BH**

# BRANDON HALEY

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Sugar Hill, GA 30518

## SUMMARY

IT professional with deep rooted knowledge on systems & application administration within a custom cloud environment. Extensive experience with implementing & maintaining 2000+ third party applications / databases. Has an affinity for improving process and providing efficiencies via automation as well as architecting custom tailored scripted solutions. Values the effectiveness of teamwork and cultivating collaborative environments thru proper channels and transparency.

## SKILLS

- Team Management
- Team Leadership and development
- Project/Initiative Management
- Automation & Utility Scripting | AutoIT, PowerShell, CMD, SQL, Java, VB, Python
- Database Management | SQL, FlatFile
- Windows Server | 2016, 2012, 2008, 2003
- SQL Server | 2005, 2008, 2012, 2014, 2016
- Microsoft Office | O365, 2013, 2010, 2007, 2003
- Windows | 10, 8.1, 8, 7
- Tools | Citrix PVS, VMware vSphere, SQL Management Studio, Active Directory, Powershell ISE, Scite, CMD, MMC, Citrix XenApp Center, SCOM, SCCM, Citrix App Layering (Formerly Unidesk)
- Working Remote

## EXPERIENCE

**Application Administrator Manager** / Right Networks LLC (Formerly Xcentric) - Alpharetta, GA  
*06/2018 - Current*

- Team/Department Management | 17 Direct Reports
- Company CAB Review
- Interview & Hire Applicants
- Inter-Department Training
- Project Management
- External Vendor Relations
- Built team structure

**Application Administrator Team Lead** / Xcentric - Alpharetta, GA *09/2012 - 06/2018*

- Team/Department Leadership
- Automation: Cloud Application Installations/Updates
- Scripting: Custom Solution Implementation
- Scripting: Proprietary Internal Tools

- Cloud Application Installations/Updates
- Project Client On-Boarding
- Escalated Issue Troubleshooting
- Documentation / SOPs
- Training Team Resources
- Manage Services Application Installs/Updates
- Escalated Issue Troubleshooting
- Client Success

**Application Support LVL 2 Supervisor** / United States Advanced Network - Norcross, GA

*04/2010 - 09/2012*

- Liaison between customer and internal departments
- Monitor system alerts
- Ticket troubleshooting / Escalation
- Train Employees
- Perform system maintenance and testing
- Assess and streamline Network Management Center (NMC) operations
- Promoted to NMC Supervisor
- Promoted to Level 2 Application Support Specialist

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## **EDUCATION AND TRAINING**

HDI Desktop Support Manager Certification

- Completed and passed HDI Desktop Support Manager certification – August 2019  
*ID 3\_1886593\_1042*

Gainesville State College

- Completed Computer Science 1101/1102 (General experience with Python, Java and HTML)