# **Brandon S. Joiner**

**401 S. Emporia (316) 221-0996**

Wichita, KS 67202 **bjoiner@wwrfresource.com**

SUMMARY OF QUALIFICATIONS

* 13+ years of experience in the information technology field
* Expert knowledge of the Windows and Mac OS platforms including cross integration of the two environments
* Extremely adept in networking, mobile devices, VPNs, IP phone systems and cloud technologies
* Self-motivated with strong problem solving ability and application
* Excellent communication and training skills
* Change management specialist that implements process reengineering with minimal need for peer review
* SonicWall networking certified

WORK HISTORY

* Joiner IT Consulting Owner/Consultant Kansas City, KS 2013 – 2016
* Comprehensive information technology solutions provider to small and medium sized businesses with an emphasis of value added services
* Provided a la carte services including help desk support, long term growth strategies, disaster recovery plans and routine maintenance based on client needs
* Supported 25+ clients in the Kansas City and St. Louis areas while always meeting or exceeding uptime agreements and providing 24/7 support with a guaranteed 15 minute or faster response time
* **Cerner Corporation IRC Systems Analyst North Kansas City, MO 2013 – 2014**
* Worked as a systems analyst in the Immediate Response Center
* Provided Cerner clients with fast and reliable solutions to major system outages and downtime
* Responsible for all trouble shooting, repair and documentation of downtime events on given caseload
* **McLiney Lumber Director of IT Prairie Village, KS 2009 – 2013**
* In charge of all information technology related responsibilities including purchasing, asset management, preventative maintenance and growth of the department
* Departmental oversight to support 250+ employees in 10 locations across in the Midwest
* Provided IT support for other McLiney owned businesses
* **The Apple Store Specialist Leawood, KS 2008 – 2009**
* Assisted customers with products questions and technical issues
* Demonstrated Apple products to customers and provided excellent customer service
* Always met or exceeded goals and deadline targets set by store management

* **Marriott Hotels Systems Administrator Overland Park, KS 2008 – 2009**
* Managed all aspects of information technology for three corporately owned Marriott properties in the Kansas City and Des Moines areas
* Managed all network equipment, servers and work stations for the hotel
* Assisted guests with in room and personal device related questions
* Maintained the hotel Point-of-Sale systems and other in house software

EDUCATION

* University of Missouri B.S. of Computer Science Columbia, MO 2003 – 2007
* Minor in Business Marketing