

# Brian

# Hamlin

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Recent full stack JavaScript bootcamp graduate adding to his 8+ years of IT support background spanning workstation, server, and network infrastructure support. Possessing a high level of understanding how modern technology works, always with an interest to dive deeper. Natural leadership qualities paired with a strong will to continue learning and possess more knowledge.

Passionate about creating technical solutions with computer code.

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## Core Competencies

- Leadership
- Technical Expertise
- Strategic Outlook
- Forward Thinking

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## Development Skills

- React
- JavaScript / HTML / CSS / SASS
- Node.js / Express.js
- GitHub / GitLab
- API integration / REST
- Library / Framework integration
- MySQL / MongoDB
- Sequelize / Mongoose
- Windows / Linux
- CMD / PowerShell / Bash

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## Experience

Technical Specialist, HCL America, Inc. 05/2017 – PRESENT

exclusive consultant to ExxonMobil Corp

Network Infrastructure Technician 07/2022 – PRESENT

- Perform key project operations role implementing SDWAN functionality and a spine-leaf architecture to enterprise level environment, while still supporting current infrastructure scaled at roughly ~15,000 access points, ~600 network switches, and ~100 network routers.
- Level III support to any widespread network problems. Tracking issues through ServiceNow ticketing platform.
- Improved access point coverage by 33% and improved average Wi-Fi speeds overall by 50% thus far into the project, while also lowering the need for physical network switches by 50%, saving the end client an estimated \$12 million .

Tower Lead 07/2021 – 07/2022

- Manager to two different teams: L1 Networking and Upstream Research Company (URC) Lab
  - L1 Networking is a NOC team responsible for layer 2 & 3 switching and routing.
  - URC Lab is a specialty support team, providing local host and network support for production lab sites in and around the Houston area.
- Present evergreen project details, estimated completion times, effort estimation, risk profiling etc. through Azure DevOps boards to senior management, following agile methodology

- Manage on-going change management in both environments

#### Systems Administrator 03/2021 – 10/2021

- Local and network support to a multi-domain environment. Regular use of terminal and jump servers to traverse the network topology.
- Manage hardware proxy servers acting as a DMZ, to further protect and manage domain security.
- Prevalent use of Citrix and VMWare technology, and Remote Desktop Services (RDS) usage

#### Desktop Technician Level III 05/2018 – 03/2021

- Trained and mentored multiple new IT staff, helping to develop skills in others.
- Beta tester on internal software rollouts.
- Troubleshoot and repair any issues related to host-side support. Such as operating systems, software applications, smart card services, mobile device management etc.
- Troubleshoot and repair network issues related to VPNs, proxy servers, and varying forms of VDI and App-V.
- Processing of eDiscovery items, and assistance retrieving damaged data

#### Productivity Solutions 05/2017 - 05/2018

- Collaborate with business clientele to close procedural gaps solved by technical solutions. My project team saved ExxonMobil an estimated 1.2 million in year 2017.
- Internal web development and design using HTML, CSS, JavaScript and Unity.
- Improved business efficiency with SharePoint workflow automation using Nintex and InfoPath.
- Provide technical strategy on small to medium sized projects.
- Proactively market to business teams to implement efficiency technologies such as DocuSign, ShareFile data collaboration, and external web-conferencing.

#### Desktop Support, Houston Eye Associates 10/2016 – 05/2017

- Continuous support for a 23-site infrastructure, including multiple virtualized applications and close working knowledge with server-side support.

#### Shell Oil 01/2015 – 10/2016

##### IT Project Analyst 07/2015 – 10/2016

- Assist in project operations regarding efficient deployment of EMV machines to retail branded gas stations across North America.
- Managed all operational data for project, and distributed weekly/monthly statistical reporting to project affiliated personnel.
- Master administrator for all project related SharePoint sites, and exercised the role of Functional Site Owner/SCA.

#### Data Stager & Compliance Tech 01/2015 – 07/2015

- Ensure compliance regulations are met regarding handling of and disposal of physical data.

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## Education

BBA Finance, Texas State University

University of Texas at Austin Full Stack engineering bootcamp