**Terrel Brinkley**

IT Support Engineer, Web Development, & Cloud Solutions Associate

Marietta, GA

TerrelBrinkley@gmail.com

678-898-2627

My gold is to provide proficient skills in information technology. Making a great impact on any team with integrity, character, and dependability! I am willing to relocate for the right position. Authorized to work in the US for any employer.

**IT Support Engineer | Amazon (Amazon Web Services)**

**June 2022 to Present**

Supporting Amazon Corporate Employees via live contact delivery. This includes support via chat, phone, email, and in person support includes:

* New Hire Onboarding
* Active Directory Policy Grouping and Permission Granting
* Operating System Administration and Re-Imaging
* MS Office Administration
* Windows, Mac OS, Linux, iOS, and Android Operating System Support
* Cisco VPN Administration
* Networking and Firewall Troubleshooting
* Two Factor Authentication Administration and Support

**IT Service Delivery Specialist | Net Health - Remote**

# October 2018 to May 2022

My role is to support clients and internal IT Operations via chats, emails, and follow-up meetings. This support includes:

* Assisting Therapy and Hospice customers with site/facility Activation and Deactivation of the Optima Healthcare Web Application.
* Creating and supporting Data Transfers between Organizations. This includes patient records, Physician Data, Payer Plans, and much more under HIPAA Compliance.
* Integration Assistance and Implementation of Matrix Care, Point Click Care, and various others.
* Email and Client contact management including workflow documentation and contract agreement management between client and IT.

**Client Support Specialist I | Click Dimensions - Dunwoody, GA**

# June 2015 to June 2018

Duties include troubleshooting MS Dynamics and proprietary email marketing systems including:

* Guiding customers through server setup and record transfers.
* Skype for business and GoToAssist meetings for customer support.
* Phone and Senses support for marketing, account, and systems support.

**Tier 2 Technical Lead | Intuit MailChimp – Atlanta, GA**

# April 2014 to June 2015

This role required supporting as a lead for the MailChimp.com email marketing application. This support was provided via chats, email, and follow- up for their overnight team. This support also included:

* Assisting customers with Web Applications such as Google Analytics, Salesforce, WordPress, WIX, and many other integration partners.
* Creating and supporting RSS-Feeds to Email Automation.
* API assistance for custom Email Templates
* List and Subscriber Management

**Technical Support Representative | Stratix Corporation (Contract) - Norcross, GA**

# April 2012 to April 2014

Supporting Stratix Corporations vast client list including American Airlines with mobile device support for hardware such as the iPhone, Samsung Galaxy Note (Android), and Ramp Link+ Devices (Windows 5 & Windows 6 Mobile). This support included:

* Troubleshooting Bluetooth printers, tablets, and mobile scanning iPod devices.
* Remotely troubleshoot devices and applications remotely via AirWatch.
* Device configurations, application updates, application installations.
* Replacement orders and shipment assistance, hardware and software training.

# Intelligence Specialist | US Navy - Atlanta, GA

April 2008 to April 2012

Top-Secret SCI Classified (Sealed)

Main applications used and supported included but are not limited to:

* MS Office Suite, Adobe, Java, Mobile Devices, and Internet Explorer.
* Main task included briefing Commanding Officer of the daily task/mission ahead.
* All other duties remain Top-Secret SCI Classified.

# Education

High School Diploma

Southwest Edgecombe HS - Pinetops, NC

2008 to 2012