

BRENDEN SCOTT

SYSTEM ADMINISTRATOR

CONTACT

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REFERENCES

Clayton Hailey

Manager of IT


Madison Memorial Hospital

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Ron Vallejo

IT Service Desk Manager

Brigham Young University - Idaho

 208-550-8251
 vallejo@byui.edu
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SKILLS

- Intermediate skills in:
 - SQL
 - Python
 - Excel
- Hardware and software troubleshooting skills
- Passionate about data
- Eager to learn new skills

PROFESSIONAL PROFILE

Determined computer science student who is passionate about programming and discovering the hidden solutions in data. Team player and hard worker with the ability to thrive under pressure. Eager to contribute to a company's growth.

WORK EXPERIENCE

System Administrator - IT

April 2023 - Present

Madison Memorial Hospital

- I am responsible for maintaining the functionality of various hospital applications.
- I create the necessary objects using Active Directory to ensure that the vendors and staff can access the right applications and information.
- In case of any application issues, I take charge of researching and finding solutions. Once I have identified a fix, I deploy it to all the computers in the hospital.

Customer Service Operator

Sept. 2022 - April 2023

Avantgaord Monitoring Centers

- Process alarm signals from medical devices, dispatch proper authorities, and comfort customers until help arrives.
- Enter important details about the incident and customer preferences into a database.
- Notify customers' contacts about the emergency.

Shift Lead - IT Service Desk

April 2021 - Sept. 2022

Brigham Young University - Idaho

- Supervised a team of analysts, providing coaching and guidance on their performance and ensuring proper documentation.
- Handled inbound calls from students and faculty,
- Assisted with password resets, two-factor authentication, and operating system issues.

EDUCATION

Bachelor of Computer Science

Anticipated July 25, 2024

Brigham Young University - Idaho

- Emphasis on coding, databases, and IT.
- Created projects in a variety of coding languages, including Python, SQL, and Javascript/CSS
- Took extra classes in Excel, economics, and psychology