BRENDEN SCOTT

JUNIOR
ADMINISTRATOR

CONTACT

📞 +208-970-4179

✉ scot226@live.com

🌐 https://thebossusername
.github.io/Portfolio/

in linkedin.com/in/brenden-s/

REFERENCES

Clayton Hailey
Manager of IT
Madison Memorial Hospital

📞 +208-313-0037
✉ clayton.hailey@
madisonhealth.org

Ron Vallejo
IT Service Desk Manager
Brigham Young University - Idaho

📞 208-550-8251
✉ vallejor@byui.edu
in linkedin.com/in/ronvallejo/

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

Junior Administrator - IT
April 2023 - Present
Madison Memorial Hospital

- Supervised a team of IT Techs and assisted them in troubleshooting technical problems at the hospital and 5 other sites.
- Networking, thin client management, and building and fixing computers.
- Assisted the engineers in their roles and deployed hardware for projects.

Customer Service Operator
Sept. 2022 - April 2023
Avantgaurd 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