BRENDEN SCOTT
SYSTEM ADMINISTRATOR

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REFERENCES

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Ron Vallejo
IT Service Desk Manager
Brigham Young University - Idaho

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SKILLS

- Adept in coding:
  - Powershell
  - Python
  - SQL
  - JavaScript
- IT hardware and software troubleshooting skills
- Passionate about IT, coding and data

PROFESSIONAL PROFILE

An IT professional who loves solving problems and creating automated solutions. Experienced in installing and maintaining support for software on a large scale. Proficient in coding, including Powershell, Python, SQL, and JavaScript. Let's tackle some puzzles!

WORK EXPERIENCE

System Administrator - IT
April 2023 - Present

Madison Memorial Hospital

- I am responsible for the mass installation of many business and clinical applications.
- I am responsible for supporting deployed software and ensuring proper network connection and Active Directory configuration.
- When application issues arise, I take responsibility for researching and finding solutions. Once I identify a fix, I deploy it across all the computers in the hospital.

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 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

Brigham Young University - Idaho

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