

# 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

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### SKILLS

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

### PROFESSIONAL PROFILE

Detail-oriented data professional skilled in SQL, Python, and Excel, with experience in IT and system administration. Proven in managing software deployments, troubleshooting issues, and automating solutions. With a background in computer science, I focus on enhancing data-driven systems' efficiency and reliability.

### WORK EXPERIENCE

#### System Administrator - IT

April 2023 - Present

Madison Memorial Hospital

- Deployed and maintained clinical and business applications on a large scale, ensuring network integration and proper Active Directory configuration across hospital systems.
- Diagnosed and resolved complex software issues by analyzing system data, researching solutions, and implementing fixes across hundreds of machines.

#### Customer Service Operator

Sept. 2022 - April 2023

Avantgaurd Monitoring Centers

- Monitored and responded to medical device alarm signals, dispatching the appropriate emergency services.
- Accurately entered incident data and customer-specific preferences into databases.
- Communicated with customers and their emergency contacts, providing reassurance and timely updates during high-stress situations.

#### Shift Lead - IT Service Desk

April 2021 - Sept. 2022

Brigham Young University - Idaho

- Supervised a team of service desk analysts, providing coaching and performance feedback while ensuring that support activities were consistently documented.
- I offered technical support to students and faculty by resolving issues related to passwords, two-factor authentication, and operating systems.
- I managed ticket workflows and identified recurring 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/CSS
- Took extra classes in Excel, economics, and psychology