

# BRENDEN SCOTT

## JUNIOR ADMINISTRATOR

### CONTACT

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 <https://thebossusername.github.io/Portfolio/>


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### REFERENCES

Clayton Hailey

**Manager of IT**  
Madison Memorial Hospital


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 clayton.hailey@madisonhealth.org

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

#### 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