

BRANDON MAYNOR

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CAREER SUMMARY

Aspiring IT professional with prior experience providing technical support to end-users. Well-developed ability to resolve issues promptly and efficiently, maintaining high levels of productivity and user satisfaction. Collaborated with teams to implement IT solutions that enhanced user experience.

AREAS OF EXPERTISE

Information Technology | Computer Hardware | Troubleshooting | Problem Solving | Leadership | IT Helpdesk |
Computer Networking | Critical Thinking | Computer Architecture | Network Architecture | Computer
Programming | Operating Systems

PROFESSIONAL EXPERIENCE

YEAR UP UNITED

Washington, DC

IT Intern

Aug. 2024 - Present

- Participated in agile development processes, attending daily stand-up meetings, sprint planning sessions, and retrospectives to ensure timely completion of project milestones.
- Gained hands-on experience with troubleshooting, networking, and security fundamentals
- Completed coursework in system administration, cloud computing, and IT infrastructure

MAXX POTENTIAL/MAXX ENERGY

Remote

Tier 2 IT Helpdesk Support Intern

Jan. 2025 - Mar. 2025

- Provided technical support and troubleshooting services to users weekly, ensuring timely resolution of issues.
- Utilized Jira ticketing system to efficiently track, prioritize, and resolve user-reported technical issues in a timely manner.
- Investigated and resolved complex data sync error reported by customers, implementing effective troubleshooting steps to identify and rectify issues.
- Performed troubleshooting and maintenance on laptops and desktops, ensuring optimal performance and functionality of end-user devices.
- Collaborated with cross-functional teams to resolve complex technical issues, ensuring timely resolution and minimal disruption to business operations.
- Troubleshoot, and escalate issues as appropriate, in a timely manner while communicating clearly and proactively throughout the customer's experience until resolved

EDUCATION & TRAINING

YEAR UP UNITED

Online

Completed coursework in IT Helpdesk Support.

PER SCHOLAS

Online

Jan. 2025

Completed coursework in CompTIA A+, Google IT Support, IT Helpdesk Support, Computer Hardware.

TECHNICAL SKILLS

Proficient in Zoom, Slack, Microsoft Office 365, Canva, Adobe Creative Suite, Microsoft Teams, Visual Studio Code, GitHub, HTML, CSS, JavaScript, .JSON, Jira and Dropbox.

LICENSES & CERTIFICATIONS

MICROSOFT - Microsoft Word 2016 Expert	Dec. 2024
GOOGLE - Bits and Bytes of Computer Networking	Dec. 2024
GOOGLE - Google Technical Support Fundamentals	Dec. 2024
GOOGLE - Operating Systems and You: Becoming a Power User	Dec. 2024
GOOGLE - System Administration and IT Infrastructure Services	Jan. 2025
GOOGLE - Google IT Support	Mar. 2025

ACADEMIC PROJECTS

Self-Portfolio Website, with focus on HTML, CSS, and JavaScript.	Portfolio
Google Chrome Extension (YT Bookmarker) focuses on HTML, CSS, JavaScript, and JSON.	Extension
Chrome Extension Privacy Policy with focus on HTML and CSS.	Privacy Policy
EurOrbit(European Weather Forecast) with focus on HTML, CSS, JavaScript, JSON, and API's.	EurOrbit