BRANDON MAYNOR

maynorb0628@gmail.com
Clinton, MD 20735
(301) 437-2963

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 | Technical Knowledge | Leadership | IT Helpdesk | Ticketing | Computer Networking | Network Model | 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.
- Provided technical support to end-users, resolving issues promptly and efficiently to maintain high levels of productivity and user satisfaction.
- Collaborated with cross-functional teams to develop and implement innovative IT solutions that improved operational efficiency and enhanced user experience.

PER SCHOLAS *Remote*
IT CompTIA A+ Intern *Nov. 2024 - Jan. 2025*
- Gained hands-on experience with CompTIA, Google Coursera IT Training, and Udemy to develop foundational IT skills and knowledge.
- Participated in the installation and configuration of computer systems, software applications, and peripherals for end-users.
- Experience with setting up, managing, and troubleshooting virtual machines using tools like VMware, VirtualBox, or Hyper-V.
- Diagnosed and resolved network issues, including IP conflicts, slow connections, and hardware failures.

MAXX POTENTIAL/MAXX ENERGY *Remote*
Tier 2 IT Helpdesk Support *Jan. 2025 - Present*
- Provided technical support and troubleshooting services to over 10 users on a monthly basis, 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 software data sync error reported by customer, implementing effective troubleshooting steps to identify and rectify issue.
- 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

SURRATSVILLE HIGH SCHOOL *Clinton, MD*
High School Diploma *May 2024*
Completed coursework towards credential.

YEAR UP UNITED *Online*
Completed coursework in IT Helpdesk Support.

PER SCHOLAS *Online*

Certificate - IT Helpdesk Support, Computer Hardware   *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, Jira and Dropbox.

LICENSES & CERTIFICATIONS

GOOGLE *- Bits and Bytes of Computer Networking*   *Dec. 2024*
GOOGLE *- Google Technical Support Fundementals*   *Dec. 2024*
MICROSOFT *- Microsoft Word 2016 Expert*   *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

Completed project for Self-Portfolio Website, with focus on HTML, CSS, JavaScript.