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| **Brett Atkins** |
| *832-422-5372 bitassassin@aesirpss.com* |

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| **Objective** | Enthusiastic learner with strong communication and multitasking skills seeks a long term position wherein I may both increase my skillset and help your company succeed. |
| **Skills** | Through past positions and individual learning, I have become proficient in a number of different skills and systems. Most formal training in the skills occurred at Job Corps, which is more thoroughly documented further below. The technologies and programming languages I currently specialize in are:   * Website Programming and Maintenance * WHM Administration * Bash and Python Programs and Automation Scripting * Various distributions of Linux * SQL, specifically MySQL * Assembly, Disassembly, and Repair of System Hardware * Diagnostics and Troubleshooting * Cisco, Mikrotik, and Brocade (Foundry) Router Configuration and Troubleshooting * Wireless and wired network configuration, troubleshooting, support and security, with a focus on wireless * Various Proprietary Systems including but not limited to Minerva, Amino, Entone, Sencore, xCoders, Avail-TVN FIMs/FCMs, Adtec, Puppet, Dreamersi, and more. * I have acquired my CompTIA A+ |
| **Experience** | Support Staff  03/13 – 08/13 Pacific Software Publishing Inc, Bellevue, WA   * Took calls, provided customer support in services such as Web Hosting, Computer Repair, Email, and more advanced things such as MySQL password recovery, code updates and DNS modification. * Managed Fazewire.com’s WHM (Virtualized hosting solution) deployment, including support and maintenance. * Completed vast projects such as disaster readiness reports, datacenter mapping, and others. * Regularly supported undocumented issues to their sometimes difficult resolution. * Provided internal and external support, internal QA, maintenance, NOC monitoring, setup, and troubleshooting, regularly using Linux to complete tasks. |
|  | NOC Technician  11/12 – 01/13 Freewire Broadband, Beaverton, OR   * Managed the network from 2:30am to 11:00am M-F. * Worked 24/7 On-call every third week. * Responsible for SLA-backed uptime of over 200 wireless clients using various connection schemes and technologies. * Responsible for troubleshooting tasks on a complex network with various faux pas and caveats to its fault tolerance due to its unique implementation. |
|  | Network Administrator  03/12-08/12 CSI Digital Inc, Portland, OR   * Worked with a plethora of proprietary systems related to IPTV and Digital Broadcasting. * Responsible for the uptime and 24/7 maintenance of hundreds of clients’ servers and receivers. * Responsible for in-house networking and system management. * Wrote numerous labor improving automation scripts for the company. * Helped implement, assemble and deploy new systems for new clients. |
|  | Delivery Driver 11/11 – 02/11 Bellagios Pizza, Wilsonville, OR   * Required to be proficient in all aspects of store operation. * Drive according to all laws and regulations. * Presented a professional appearance and attitude in all dealings with customers, both in person and over the phone. |
|  | Resident Student 09/10 - 08/11 Columbia Basin Job Corps CCC   * Acquired CPR Training, AIDS Training, and CompTIA A+. * Held nearly every available leadership position, including the position of Public Relations in Student Government. * Was selected to represent the Center in Columbia, MD at the Sixth Annual Student Leadership Conference where I was further trained in leadership. * **I interned for 3.5 months** at Grant County Technology Services (IT Support for the Grant County Courthouse), and at iFiber Communications, a local (to Grant County) “Fiber to the Home” ISP.   + At Grant County Technology Services I serviced printers, imaged workstations, and provided Tier 1 Help Desk support in a secure environment, to include following security protocols in the jail, and in area surrounding the offices of the Grant County Sherriff’s Sex Offender Unit, among other various office duties.      * With iFiber I provided Tier 1 and 2 Support to a variety of clients, both business and residential, performed computer and server maintenance, and multitasked fluidly in a fast-paced environment, handling a myriad of different technical issues with thorough documentation and professional client and coworker communication.  During my tenure at iFiber I also (when asked if it was possible by the owner) coded a Python program that raised the company’s ‘Speedtest.net’ scores up to a much closer analogy of the company’s actual bandwidth, overnight. |
| **Education** | South Puget Sound Community College, Tumwater, WA  2009  G.E.D. - Scored 99th Percentile |
| **References** | References are available on request |