

BRENNEN HEATH COLLINS

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SUMMARY

Aspiring IT technician with hands-on experience in troubleshooting desktops, maintaining printers, and vendor coordination. Skilled in providing excellent customer service while resolving technical issues involving PCs, mobile devices, and other peripherals. Currently studying for Cisco's CCNA exam to strengthen networking knowledge in protocols, routing, and troubleshooting.

CERTIFICATION

CCNA (in progress) August 2025

Cisco

CompTIA Security+

CompTIA Apr 2024

AS COMPUTER SCIENCE

BATON ROUGE COMMUNITY COLLEGE

May 2026

PROJECTS

JA SCHEDULER MVP APP <https://github.com/b1k-00/ja-warriors>

Assisted in creating a Scheduler App to centralize meeting availabilities and setups for company. Utilized React and JavaScript for user registration and sign-in, while also leveraging SQL Server Management Studio and Dependency Injection for Database organization and consistency.

PROFESSIONAL EXPERIENCE

Amazon FC- FC Associate I, L1 Nov 2024 - currently

- Load boxes into trucks for shipment
- Organize and store items efficiently, ensuring easy access and retrieval.

TEKsystems-Help Desk Technician

Feb 2024 - Mar 2024

- Handled User Tickets ranging from User Credential management, Access levels, and general preference questioning,
- Resolved Level 1 technical issues with 90% first-call resolution
- Documented solutions and repairs in Solar Winds while providing escalation when necessary.

T-Mobile-Mobile Technician

Dec 2022 - Jul 2023

- Led resolution of technical issues for mobile devices, reducing user disruptions by 10%.
- Handled repair process for devices under warranty, while managing new customer interaction.
- Provided step-by-step support over the phone and in person for issues with billing, data interruptions, and mobile troubleshooting.

Sparq-.NET Junior Consultant

Jan 2023 - Apr 2023

Project Description: Delivered a Scheduler App using ASP.NET and SQL Server Management Studio as backend to enable user management and seamless time slot scheduling for operations within the company.

- Utilized Entity Framework Core to manage database access, which increased efficiency of application by 10%.
- Developed Unit Test using Moq and xUnit to measure functional and reliability by creating mocks of all published features.

Board of Regents-IT Technical Support

Feb 2022 - Nov 2022

- Verified and documented equipment inventory ranging from hard drives to desktops
- Diagnosed and resolved issues with printers and scanners, ensuring user productivity and minimal downtime.
- Performed reimaging tasks on Windows Desktops to maintain data security.

DXC.Technology-Technical Technician

Jun 2022 - Aug 2022

Project Description: Developed an application within AWS Amplify app that aids managers with assembling. This reduced manager workload by 25% by helping to effectively staff projects based on employee skills and availability.

- Improved web app security using DNS security, access controls, and encryption, decreasing security incidents by 15%.
- Utilized Microsoft Applications for teams' communications and presentations such as, Teams, Powerpoint, and Excel for efficiency.

Sparkhound-Desktop Technician

Feb 2020 - Apr 2020

- Configured Users' PCs to troubleshoot various issues ranged from printer mapping to configuring network drives.
- Resolved technical issues independently while documenting and tracking all completed tasks and incidents in ServiceNow

AREAS OF EXPERTISE:

Routing, LAN, Access Point, NIST Framework, CLI, Windows, Linux, Reimaging, Bash, C#, SQL, ServiceNow & Git