Brennen Collins

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PROFILE

Experienced in providing technical support through help desk role, with a passion for tackling cybersecurity challenges and building secure web applications. Eager to contribute as a team player, learn from experienced leaders, and apply my cybersecurity and development skills to mission-critical applications for systems needed for day-to-day operations.

EDUCATION & CERTIFCATION

Associate of Science in Computer Science
Baton Rouge Community College   **May 2025**

AWS Certified Cloud Practitioner
AWS   **Apr 2021**.

TECHNICAL SKILLS

Programming:
SQL, C#, Git, GitHub, SQL Server Management Studio, Entity Framework Core, Microsoft ASP.NET Core MVC, GITLAB, .NET CORE 6, Dependency Injection, Azure Entra Id, ServiceNow, SolarWinds, CLI, Kali Linux & Ubuntu.

PROFESSIONAL EXPERIENCE

Help Desk Technician
TEKsystems (84 hours) | Baton Rouge, LA   **Feb2024- Feb2024**

Project Description: Engaged in a contract role for three weeks at Women's Hospital with their IT department providing technical support services as they implemented Epic systems. Tasked with handling incoming phone calls, specializing in secure password resets and routing tickets to correct departments.

- Answered general questions, helped users experiencing technical issues, with a primary focus on password resets inside of AD.
- Thoroughly documented support tickets captured key details of user issues and actions taken.
- Escalated Epic tickets to specialized teams, collaborated effectively to ensure complex issues are addressed
- Served as a first point of contact for people experiencing a variety of difficulties with applications

Mobile Expert
T-Mobile (25 hours) | Port Allen, LA   **Dec 2022 - Jul 2023**

- Led technical issue resolution for mobile devices, ensuring seamless functionality.
- Proactively addressed system issues, minimizing operational downtime.
- Demonstrated a passion for staying current with emerging web technologies
- Cultivated strong relationships with technology consumers, negotiated favorable terms for access to products

.NET Junior Consultant
Sparq (25 hours) | Baton Rouge, LA   **Jan 2023 - Apr2023**

Project Description: Delivered a Scheduler App using C#, .NET Core 6, and SQL Server Management Studio, enabled user management and seamless time slot scheduling for mission-critical operations within the company.

- Fostered effective collaboration within Agile team by actively integrating design specifications into development sprints, contributing to incremental value.
- Optimized Scheduler App functionality by leveraging advanced database capabilities in SQL Server, improving data management and processing efficiency.
- Presented compelling project updates and findings to stakeholders, leveraging strong communication and persuasion skills to foster stakeholder alignment

IT Student Worker

Board of Regents (20 hours) | Baton Rouge, LA   **Feb 2022 - Nov 2022 Job**

Job overview: Assisted security and network administrators in deploying security mechanisms for web applications used by state officials, ensuring secure data handling and access control.

- Proactively maintained data security and system integrity during IT transitions by performing reimaging tasks.
- Demonstrated adaptability and technical proficiency by managing streaming and AV operations for board meetings, fostered effective communication and collaboration within a fast-paced environment.

Technical Intern

DXC.Technology (40 hours) | New Orleans, LA   **Jun 2022 -Aug2022**

Job overview: Built a secure AWS Amplify app, that helps automate team assembly freeing up managers as it assisted with project staffing. Securely matched employee skills and availability to project needs empowering managers to focus on strategic solutions.

- Leveraged analytical and problem-solving skills to evaluate alternative solutions for web applications developed in an Agile environment, ensuring optimal outcomes based on functionality, efficiency, and security.
- Strategically implemented DNS security measures, access control mechanisms, and data encryption techniques to safeguard sensitive information within web applications, fostering a resilient cybersecurity posture.

Desktop Technician

Sparkhound (20 hours) | Baton Rouge, LA   **Feb 2020 – April 2020**

- Provided remote call center and data center support to hospitals across Louisiana
- Delivered exceptional telephone support to hospital staff, resolving technical issues promptly and efficiently.
- Proficient in remoting into PC and troubleshooting or mapping printers, as well as configuring network drives for optimal functionality.

References

Scott Holt- Sparq; Senior Developer

Email: sholt1234@gmail.com

Phone Number: 407-335-6689

Tony Wilson – Louisiana Board of Regents; System Administrator

Email: tony.wilson@laregents.edu

Phone number: 225-284-8793

Raven Dora – Dean of Computer Science Department @ Baton Rouge Community College

Email: dorar@mybrcc.edu

Phone Number: 225-413-5598