



BRANDON ANAYA

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Summary: *Highly motivated and versatile professional with a passion for technology, excited to direct strong IT and customer service skills toward an opportunity in network administration, system administration, or helpdesk operations. Growth-focused thought leader recognized for motivating teams, delivering outstanding customer experiences, and creating innovative solutions to complex business and technical problems. Exceptionally dedicated team player with keen communication, organizational, and analytical skills, as well as certifications in CompTIA A+ and Network+. Thrive in dynamic, fast-paced settings, bringing a positive, “can-do” attitude to every role.*

CORE COMPETENCIES

- Creative troubleshooting
- Data Management
- Team Leadership
- Cross-Functional Collaboration
- Relationship Building
- Customer Service
- Process Improvement
- Technical Acumen
- Adaptability

PROFESSIONAL EXPERIENCE

AUGUST 2024 – PRESENT

SABBATICAL

- Dedicating time to advancing IT expertise through certification preparation, hands-on home-labs, and completing final coursework in system administration and cloud computing, ensuring readiness for a successful career in IT.

INFRABUILD, DARWIN, AUSTRALIA, NOVEMBER 2023 TO AUGUST 2024

OPERATIONS ASSISTANT

- Leveraged keen problem-solving and technical skills to meet production goals in a fast-paced, high-risk industrial environment, collaborating with team members to streamline operations.
- Analyzed existing processes, identified inefficiencies, and communicated proactively with colleagues and management to deliver actionable recommendations for improving and/or automating key workflows.
- Demonstrated proficiency in company software and databases; kept current on new technology and suggested upgrades to enhance data sharing.
- Performed basic IT troubleshooting, resolving around 90% of issues at first contact; assisted with coaching team members in IT skills to promote continuous improvement.
- Proactively managed vendor relationships and optimized system and network performance while documenting and incidents and resolutions, resulting in improved efficiency and quicker troubleshooting for future issues.
- Generated operational reports using Power Bi, creating impactful data visualizations and presenting information to management in easy-to-understand format.

VARIOUS COMPANIES AND ROLES, AUSTRALIA, OCTOBER 2022 TO OCTOBER 2023

CUSTOMER SERVICE SPECIALIST

- Delivered outstanding customer service across multiple roles including bartender, ski equipment technician, and casino floor supervisor; empowered team members with strong leadership and clear communication.
- Addressed customer issues promptly and professionally, mediating conflicts and resolving critical incidents to maximize customer satisfaction in high-pressure environments.

MASTERPIECE CUISINE, SANTA FE, NM, JANUARY 2022 TO AUGUST 2022

CATERING COORDINATOR

- Facilitated seamless event execution as the primary point of contact for event organizers; supervised event setup, operation, and teardown, expertly managing logistics to meet client expectations.
- Cultivated strong client relationships and applied client feedback to enhance catering operations and deliver memorable experiences that drove satisfaction and customer retention.

- Balanced multiple tasks and projects concurrently in fast-paced, customer-focused settings; adapted quickly to changing needs and priorities, problem-solving on the spot to resolve complex event issues.

CREATIVE TESTING SOLUTIONS, TEMPE, AZ, FEBRUARY 2021 TO DECEMBER 2021

CLINICAL LAB SPECIALIST III

- Conducted high-volume blood sample testing, processing approximately 4,000 samples daily with precision and adherence to strict protocols; applied Kaizen practices to streamline workflows and improve standard operating procedures (SOPs).
- Troubleshoot issues with laboratory machines and equipment and resolved discrepancies to meet 97% test accuracy and efficiency; maintained detailed records and complied with laboratory safety and quality standards.
- Collaborated cross-functionally to facilitate seamless sample transfer for secondary testing and analysis, stepping up in whatever capacity needed to accelerate goal achievement.

WERKONHANCE (WORKAWAY), EUROPE, JANUARY 2020 TO NOVEMBER 2020

SELF-EMPLOYED

- Generated income through web development, landscaping, carpentry, and language learning while backpacking across Europe.

TRES TEMPE, TEMPE, AZ, DECEMBER 2018 TO DECEMBER 2019

BARTENDER

- Cultivated strong interpersonal and problem-solving skills by managing high-pressure environments, resolving customer concerns efficiently, and maintaining seamless team communication during peak operational hours.

ATLASTA CATERING, TEMPE, AZ, FEBRUARY 2017 TO APRIL 2018

BARTENDER/CATERER

- Provided top-tier customer service while bartending at an arts center; catered high-profile weddings and corporate events, navigating high-pressure environments with ease and professionalism.

EDUCATION AND CREDENTIALS

ASSOCIATE OF ARTS (A.A.) IN COMPUTER INFORMATION, SYSTEM ADMINISTRATION & CLOUD COMPUTING, ANTICIPATED APRIL 2025

Central New Mexico Community College

Coursework in Python Programming, Linux Admin, Windows Server

BACHELOR OF SCIENCE (B.SC.) IN BIOLOGICAL SCIENCES, 2018

Arizona State University

CERTIFICATIONS AND TRAINING

- CompTIA Network+ Certification
- CompTIA A+ Certification
- The Linux Foundation Introduction to DevOps: Practices and Tools certification
- CompTIA Security + (anticipated April 2025)
- AWS Solutions Architect Certification (anticipated April 2025)

ADDITIONAL INFORMATION

Languages: English (native); able to communicate in Portuguese, Spanish, Italian, German, and Dutch at a novice level

Technical Skills: Python, Linux, AD DS Windows server management, Firewall Configuration, Microsoft applications, Active Directory, Hyper-V, VMWare, PowerShell, PostgreSQL scripting, Kubernetes, Google Cloud, Jenkins, Serverless

Interests: Sports; Brazilian JiuJitsu; Snowboarding; working on creative/innovative projects – recently created an IoT device that charges devices and shuts the power off when charging reaches 100%