

Bryant Coggins
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Experience

CompuCom Systems, October 2004 – present

Wilson, NC

Desktop Support Analyst

- Second tier technical support for a leading financial institution.
- Monitor ticket queue and contact end-users to resolve incident tickets remotely.
- Senior member of Remote Team who maintains highest call volume and ticket resolution.
- Trains and mentors less-experienced colleagues.
- Consistently maintain SLA of greater than 95%.
- Assist with merger projects, converting prior systems to bank standard.
- Conduct equipment breakdown and setup in conjunction with department moves.
- Service desktops and laptops in depot.

North Carolina A&T State University, November 2002 – October 2004

Greensboro, NC

Computer Consultant I

- Primary IT support for the School of Education.
- Coordinated department with implementation of new email system and Active Directory.
- Created and maintained self-help website to assist with computer questions.
- Performed break/fix troubleshooting and software installations.
- Configured and maintained department's computer labs.
- Replaced Windows NT 4.0 server with server using Windows 2003.

Education

Stanly Community College, September 1997 – May 2002

Albemarle, NC

Associate of Applied Science in Computer Engineering Technology

Dean's List

Certifications

CompTIA A+

CompTIA Network+

HP Commercial Desktop, Workstations, Notebooks (2015)

HP ProLiant ML/DL/SL Servers (2010)

Lenovo Desktop Systems

Lenovo Notebook Systems

Lexmark

Xerox

Other Skills

Active Directory

DameWare

Microsoft Office Suite 2010/2013

Remote Assistance

Remote Desktop

SCCM

ServiceNow

Symantec Endpoint

Tivoli

VMware Workstation

Windows 7

Windows 8

Windows 10