

# Brian Aubry

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## IT SUPPORT/ACCESS MANAGEMENT SPECIALIST IN OVERLAND PARK, KS

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Quick learning, self driven and technologically minded, I am always looking for opportunities to increase productivity and efficiency. I am extremely resourceful and adjust to new situations very quickly.

LANGUAGES	FRAMEWORKS	DATABASES	TOOLS
<ul style="list-style-type: none"><li>• Java</li><li>• Python</li><li>• HTML5/CSS3</li><li>• PHP</li></ul>	<ul style="list-style-type: none"><li>• Spring Boot</li><li>• Jinja</li><li>• Hibernate</li><li>• Flask</li></ul>	<ul style="list-style-type: none"><li>• MySQL</li></ul>	<ul style="list-style-type: none"><li>• IntelliJ</li><li>• phpMyAdmin</li></ul>

## WORK EXPERIENCE

### IT Support/Access Management Specialist, Telcon Associates, Overland Park, KS

May 2014 – Present

- Places new, upgrade, downgrade, and disconnect orders for POTS, T1, Point-to-Point Ethernet, and Broadband services; total monthly revenue created exceeds \$1 million.
- Supports installation for small, medium, and large enterprise clients.
- Provides timely, detailed and accurate reporting to external and internal audiences.
- Tracks status on open orders for reporting to internal project management team; escalates orders as necessary to meet and exceed customer deadlines.
- Coordinates and prepares for scheduled customer turn-ups/activations.
- Obtains quotes from vendors to provide to sales team, employing custom developed tool to apply markup to carrier cost.
- Provides internal IT support for network, phone, and computer issues, including troubleshooting, repair, and upgrades.

### Product Specialist/Customer Service/Cash Accountability, Hy-Vee, Inc, Lawrence, KS

May 2006 – May 2014

- Provided prompt, efficient and friendly customer service by exhibiting caring, concern and patience in all customer interactions and treating customers as the most important people in the store.
- Assisted store management with gross profit analysis and other management reporting functions.
- Ensured inventory information was accurate for monthly inventory.
- Utilized product management software to minimize out of stocks and inventory and maintained correct item parameters and signage to maximize sales and profits.
- Worked with upper management to determine product placement for new items and resets to ensure the timely presentation of products to the customer.

## EDUCATION

**LaunchCode**, LC101 Programming Course — 2018