

# Brandon Davidson

## **A dedicated team member with a focused work ethic**

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4 years of leadership and personnel management experience through the U.S. Army. Always striving for personal growth; having an open mind keeps me in constant learning mode. Being a part of a rapidly growing start up tech company keeps me on my toes and ever flexible for whatever task might come my way.

Authorized to work in the US for any employer

## Work Experience

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### **Technical Support Manager**

LensLock Inc.-Poway, CA

July 2022 to Present

- Monitoring the company fleet of servers and docking stations
- Database editing
- Troubleshooting customer issues (Call center, product repair)
- Product building (i.e. Docking Stations, Micro computing systems)
- Product configuration (i.e. Cameras, Docking Stations, Mini PCs, Servers, DVR)
- Video storage management
- In person user training
- Technical support employee management
- Internal Employee training
- Product install and transportation
- Research and Development of new product
- QA technician (software and hardware)
- Reporting to Engineering department

### **Customer Service Representative**

LensLock Inc.-Poway, CA

June 2020 to July 2022

- Call center hardware and software troubleshooting
- Device Monitoring
- Support website and email monitoring
- Live Chat general agent
- Tier 1 and 2 technical support
- General and Admin user training
- Client knowledge base creation
- Customer success check-ups
- Critical info and video redaction

## **13B Cannon Crewmember**

U.S. ARMY

July 2016 to November 2019

- Operated and maintained 5-ton howitzers
- Educated new personnel at my company about proper rifle marksmanship
- Uses computer generated data for effective fire direction
- Support team members in promoting organizational goals
- Utilize effective communication and interpersonal skills
- Critical thinking to develop solutions
- Services hydraulic, pneumatic, and electromechanical systems

## Education

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### **High school or equivalent**

Steele Canyon High School - Rancho San Diego, CA

## Skills

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- Communication Skills
- Military Experience
- Leadership
- DoD Experience
- Conflict Management
- Equipment Repair
- Troubleshooting
- Microsoft Excel
- English
- Problem-solving
- Flexibility
- Team Work
- Reliability
- Technical Support
- Desktop Support
- Research & Development
- QA/QC (4 years)
- Live Chat
- Help Desk
- IT Support
- Project Management
- Quality Control
- Microsoft SharePoint

- Microsoft Windows
- Remote Access Software

## Military Service

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**Branch: United States Army**

Rank: E-4/SPC

## Awards

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**ARCOM**

2019

Army Commendation Medal

**AAM**

2018

Army Achievement Medal

**AAM**

2017

Army Achievement Medal

## Certifications and Licenses

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**CJIS Security Awareness Training: Level 4**

June 2020 to May 2024