Brandon Jex

Starting my IT Career
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I've been interested in computers my whole life. Every job I've ever had I've been the unofficial IT guy that every one came to before calling IT. Trying my best to gain experience and see where my talents are the best fit. The run as a System Administrator taught me a lot and I'm looking for more experience to really fine tune what part of IT I want to be in most.

Currently have a security clearance: BI Date 10/27/2020

Authorized to work in the US for any employer

Work Experience

Unified Communications Tech
TEKsystems - Sandy, UT
June 2021 to Present

Full time (160 Hours)

Tier 1 support for a variety of communications including VOIP, VOSIP, EVOIP, ECVOIP, and EAC. Work with customers via tickets created or answering the phone. I troubleshoot both the NIPR and SIPR side.

Daily work includes monitoring an alert system for any trunks that may be experiencing issues while having interactions with the customers via emails/phone. Most of the workload centers around a video chat program called GVS (Global Video Services). Most of the time the problems are solved with simple troubleshooting over the phone which usually leads to discovering it was a user error. I troubleshoot anything owned by DISA up to the commercial vendors and will sometimes create tickets for the other sections in our building.

Accomplishments:

Able to dissect loads of information in a short amount of time. This position is a jack of all trades but master of none meaning there are a lot of systems and logins that are required to fully monitor everything.

Skills used:

Customer Service
Troubleshooting (Windows)
VOIP, VOSIP, EVOIP, ECVOIP, and EAC

Systems Administrator
KIHOMAC - N Fairfield, OH
December 2020 to February 2021

500 hours

Responsibilities

Oversee a group of computers (Windows and Linux) to make sure they are protected and up to date. This is performed mostly through ACAS and STIG scans on the systems from a database that's updated a couple times a week. Once the scans are performed, I identify the CAT I risks and work to resolve them. This is usually through bringing the applications up to date or editing files to fit what is required to be up to code. The STIG reviews are a big more extensive and are done quarterly. Once the systems are ready, I create an image of the system. The end goal is to present an image of each system to the customer. The customer then sends these images out to all their employers and customers to keep all the computers up to date and secure.

We are held accountable through the SCRUM Agile methodology System. This involves creating stories on a system everyone can see and committing to completing this stories each Sprint. We have a daily morning phone call detailing what we did the day before and what we will accomplish that day as well as a meeting every other Monday to establish what we plan on doing for that sprint.

Accomplishments

Even in a short time, my knowledge of being a System Administrator has grown a vast amount. I've gained a knowledge of Linux systems as well and felt an overall feeling of accomplishment doing my job. Also was able to dabble in cybersecurity while overseeing these systems.

Skills used

System Admin
Cybersecurity
Windows patching/troubleshooting
Linux patching/troubleshooting

Help Desk
Pelatron - HAFB, UT
May 2020 to December 2020

1,190 Hours

Responsibilities

Over the phone tech support for civilian and Air Force personnel on Hill Air Force Base's NIPRNET. Troubleshooting problems dealing with Windows 10 based operating systems on Desktops, Laptops, and Tablets. Users call me when they need an install or uninstall, can't access websites needed for their job, or any general problem with their computers. Installs happen by background pushes, manual installs by remoting into their computers with an admin token, and running scripts using an admin token. I have access to admin responsibilities on the NIPR network for my duties. Help people with encryption issues associated with CAC's. Any general knowledge related issue to computers, I've also helped to troubleshoot.

In light of the pandemic, many people have been teleworking. I've had to deal with the inconsistencies of VPN's. I've done a lot of Java troubleshooting in regards to people verifying their CAC certificates to log into online systems for their jobs. Many times the problem people call about are unknown issues that require critical thinking and testing to find the solution for them.

Accomplishments

First job in the IT field and have done well. Have met and exceeded all required metrics for my job while working here and have learned a lot in regards to Java, encryption, and CAC's.

Skills used

Windows Troubleshooting
Customer Service
Government Security Clearance

Mortgage Loan Officer

Fairway Independent Mortgage Corporation - South Ogden, UT
October 2015 to December 2019

10,000 hours

Provide Mortgage loans to customers. I engaged in marketing in person and on social media and to a past client databases. I provided a large variety of loans including conventional, FHA, VA, USDA, Utah Housing, and Reverse Mortgages. I attended a lot of networking groups and opportunities. Consisted of marketing 24/7.

Always available by phone and constantly networking with others in my industry. Always had timelines to keep or risk losing my clients earnest money. High pressure and high stress came along with meeting the deadlines on contracts, especially when a client was slow to provide paperwork.

Accomplishments
Succeeding in a 100% commission environment. I also created a brand for myself. I was The BowTie Loan Guy

Skills Used
Marketing
Networking
Mortgage Loan Origination

Backup Team Lead

America First Credit Union - Ogden, UT
March 2015 to October 2015

1,160 Hours

Responsibilities
Oversee the success and development of an inbound team of loan officers while continuing to be successful in my own loan career and goals. I motivate my team with daily contests and recognitions

and keep them focused on their goals. My primary responsibility is the training and the development my team members.

Accomplishments
Being able to work one on one with new employees has allowed me to find satisfaction in their growth and success.

Skills Used
Leadership
Mortgage/Consumer Loan Origination

Lending Sales Advisor

America First Credit Union - Riverdale, UT
April 2014 to March 2015

1,900 hours

Responsibilities
Outbound phone calls based off of leads to offer member loan products. Almost a cold call but there were already members of the credit union. Certain triggers in their accounts would make them good candidates. Biggest goal was trying to get them to move all their loans over to AFCU.

This included personal loans, auto loans, RV loans, credit cards, lines of credit and anything else involving their account that they needed help with. Had to coordinate with processors, underwriters, and dealerships at times

Accomplishments
I brought over $8,000,000 in loans to the company that would not have come otherwise

Skills Used
Sales and persistence

Mortgage/Consumer Loan Originator

America First Credit Union - Riverdale, UT
December 2011 to April 2014

5,000 hours

Responsibilities
Mortgage and consumer loan origination and other member service needs as requested by our members. This included personal loans, auto loans, RV loans, credit cards, lines of credit and anything else involving their account that they needed help with. Had to coordinate with processors, underwriters, dealerships.

Accomplishments
Provided fast and accurate loans for underwriting approval. Finalized loans with members and processed paperwork in an effective and accurate manner. Always made my day to see returning members asking for me to help them again

Skills Used
Face to face service, mortgage certification, behind the scene processing and paperwork

Manager

Quiznos - Riverdale, UT

October 2010 to October 2011

2,080 Hours

Responsibilities

Hiring, payroll, inventory, opening the store. No formal training because the owner was too cheap to pay for it. Had to learn it all on the fly with very little support.

Accomplishments
Even with road construction I kept getting returning business and the owner didn't pay for me to get corporate training so I had to learn everything on the fly

Skills Used
Leadership and budgeting

Education

Some College in General Studies

Weber State University - Ogden, UT

August 2008 to May 2009

Some College in Programming

Utah State University - Logan, UT

August 2004 to May 2005

High School Diploma in High school

Fremont - Plain City, UT

Skills

- Operating Systems
- System Administration
- Microsoft Windows
- Cybersecurity

Certifications and Licenses

Security+

February 2020 to February 2023

Passed the SYO-501 Test on February 12, 2020 with a 801.

Additional Information

Security clearance: BI date 10/27/2020