



Brendan Tomlinson

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SUMMARY

Experienced IT Engineer with 2 years of hands-on experience in AWS, DevOps, Infrastructure as Code, Monitoring, Analytics, Python, Bash, and Linux. Highly skilled in troubleshooting complex technical problems and providing effective resolutions. Proficient in leading teams and implementing solutions in a timely manner.

EXPERIENCE

IT Support Technician

Amazon

October 2022 - Present Gardena, California

- Elevated user proficiency in Android and iPhone device usage, optimizing operational efficiency by 30% and elevating quality assurance measures, thereby minimizing errors in the Amazon Flex App by 15%.
- Implemented a robust preventive maintenance program, leading to a remarkable 20% reduction in equipment downtime. This proactive approach ensures optimal functionality of operations equipment, fostering uninterrupted workflow and enhancing overall operational efficiency.
- Streamlined troubleshooting processes for mobile phone-related issues, ensuring seamless functionality of the Amazon Flex App by promptly identifying and resolving technical issues, ultimately minimizing service disruptions and optimizing delivery operations.
- Earned AWS Cloud Practitioner Certification, Linux Foundation Certification and CompTIA certification after completing over 120 hours of training, completing 20+ labs, and passing three certification exams.

Web Developer

Freelance

August 2022 – Present

- Built a bs4 scraper to extract legacy website image srcs and product tags for improved SEO.
- Decreased manual deployment time from 2 hours to 15 minutes, improved site speed by 50% and improved SEO rank on search by 40%.
- Enabled customers to find products more quickly and accurately.
- Used Software Lifecycle process to build websites for e-commerce storefronts from scratch on time and within budget.
- Improved a private company's online revenues by 25% and improved customer satisfaction ratings by 14% through the use of the Shopify platform.
- Developed IT infrastructure support plans and identified areas for improvement leading to an 18% reduction in overhead costs.

IT Support Technician

Dragonfly Technologies, LLC

October 2021 - August 2022 El Segundo, California

- Resolved and accurately documented help desk tickets in a timely fashion, increasing resolution rate by 20% and reducing time to resolution by 15%.
 - Reduced average speed of answer (ASA) of the service desk queue by 15% by providing timely updates on ticket progress and resolution.
 - Utilized an inventory control system and optimized the parts stocking process, resulting in 20% decrease in emergency part order requests.
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PROJECTS

hyperCommander - BASH

May 2023 - May 2023

- Developed a bash operating environment that utilized command line processing, increased user productivity by over 40%, increased work accuracy by 30%, and reduced system errors by 20%.
- Created a visual interface incorporating the Norton Commander style, allowing users to easily navigate the system.
- Implemented user-friendly navigation tools to make it easy to find data and files.

WebScraper - Python

May 2022 - June 2022

- Created a Python webscrapper that utilizes the BeautifulSoup library to parse web data to local files.
- Developed, deployed automated webscrapers that extracted data on daily basis from web sources, increased accuracy of website information by 30% and decreased manual data collection time by 50%.
- Utilized WebScraping, web crawling techniques, automated the website data extraction process significantly.

EDUCATION

Bachelor of Science - BS, Information Technology

Arizona State University • May 2025

CERTIFICATIONS

CompTIA Security+

CompTIA • 2023

LFCA: Linux Foundation Certified IT Associate

The Linux Foundation • 2023

AWS Certified Cloud Practitioner

Amazon Web Services (AWS) • 2023

COURSEWORK

SKILLS

Industry Knowledge: Cybersecurity, Cloud Computing, Sales, Software Development, Web Development, Order Fulfillment, Warehouse Operations, Event Planning, Project Management, Customer Experience, Maintaining Strong Client Relationships

Tools & Technologies: Amazon Web Services (AWS), Linux, Microsoft Office, Java, Bash, Git, JavaScript, Cascading Style Sheets (CSS), HTML, Bootstrap, Slack, Python (Programming Language)