Brandon Maestas

www.linkedin.com/in/brandonmaestas

Henderson, Nevada 89002
(702) 308-1053
brandon.maest@gmail.com

PROFESSIONAL SUMMARY

Technically skilled and customer-focused IT professional with hands-on experience in troubleshooting hardware, networks, and operating systems across helpdesk and support roles. Proficient in Linux, batch scripting, and system diagnostics, with a foundation built through real-world problem solving and formal education in Computer Science.

EXPERIENCE

Combase USA — *Technical Support Specialist*

July 2024 - Present

- Assisted customers via phone and email to troubleshoot technical issues.
- Authored manual pages to help customers utilize the company's cloud services effectively.
- Created detailed bug reports to enhance software functionality.
- Used Linux CLI to troubleshoot technical issues, including network instability and packet loss.
- Employed batch scripting to automate various tasks.

City of Henderson — *IT Helpdesk Intern*

March 2023 - July 2024

- Assisted with technology rollout and maintenance in the IT department at the City of Henderson.
- Concocted system testing to identify root causes of issues and uncover bugs.
- Shadowed colleagues to learn problem-solving techniques and technical troubleshooting methods.
- Maintained a 98.49% customer satisfaction score for 2023.
- Participated in team meetings to discuss IT project updates and upcoming technology implementations.

EDUCATION

Western Governors University — *Bachelor of Science, Computer Science*

February 2024 - June 2024 - Complete

College of Southern Nevada — *Associate of Science*

August 2018 - May 2020 - Complete

CSN High School— *College and Career Ready Diploma*

August 2018 - May 2020 - Complete

CERTIFICATIONS

CCNA:
Issued February 2025

ITIL v4 Foundation:
Issued April 2024

Linux Essentials ce:
Issued March 2024

CompTIA Security+ ce:
Issued September 2023

CompTIA Network+ ce:
Issued July 2023

CompTIA A+ ce:
Issued December 2022

TECHNICAL SKILLS

Linux Administration

Network Troubleshooting

Batch Scripting

System Diagnostics

Cloud Services

Firewall Management

VPNs

IPv4/IPv6

PORTFOLIO

www.brandonmaestas.com
www.github.com/bmaest

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PROJECTS

Enterprise Active Directory Domain Deployment

Windows Server 2022, Windows 11 Pro, Virtualbox

- Designed and deployed a fully managed AD DS domain simulating a mid-sized enterprise IT environment.
- Implemented role-based access control using the AGDLP model across HR, IT, Sales, and Accounting departments.
- Created and linked GPOs to enforce security policies, automate drive mappings, and apply departmental wallpapers.
- Configured Software Restriction Policies for application whitelisting based on user roles and departments.
- Built and validated domain join processes, DNS configuration, and user access using departmental test accounts.
- Detailed overview available at www.brandonmaestas.com/ad-project

Redundant Web Portfolio Infrastructure

Spring Boot, NGINX, Oracle Cloud, Google Cloud, Route 53

- Launched a secure portfolio site using Spring Boot hosted on Oracle Cloud Infrastructure with NGINX, SSL/TLS, and automated CI/CD via GitHub Actions.
- Enhanced reliability through active-passive failover architecture using Oracle (primary) and Google Cloud (secondary) nodes.
- Implemented health checks via Spring Boot's /health endpoint and DNS failover with AWS Route 53 for zero-downtime recovery.
- Ensured a performant and resilient web presence optimized for uptime, scalability, and accessibility.
- Detailed overview available at www.brandonmaestas.com/web-project

PROGRAMMING LANGUAGES

C++

Java

Python

HTML/CSS

PowerShell

JavaScript

SQL

TOOLS & PLATFORMS

Oracle Cloud

Google Cloud

Amazon Web Services

Ubuntu 22.04

Windows 10/11

Windows Server 2022

VirtualBox