Brandon Maestas

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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.

Cafe Rio — *Kitchen Prep Cook*

July 2020 - March 2023

- Contributed to customer satisfaction rating by producing high-quality food and providing timely service.
- Created identical dishes numerous times daily with consistent care, attention to detail and quality

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

Network Security

Routing

Switching

TCP/IP

Firewalls

Troubleshooting

VPNs

IPv4/IPv6

PORTFOLIO

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