

# Brandon Maestas

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## EXPERIENCE

### Combase USA — *Technical Support Specialist*

July 2024 - Present

- Assisted customers via phone and email to troubleshoot technical problems
- Wrote manual pages to assist customers in using the company's cloud services
- Created bug reports with the aim of improving software functionality

### City of Henderson — *IT Helpdesk Intern*

March 2023 - July 2024

- Supported the IT department in handling technology rollout and maintenance.
- Tested systems to identify root causes to problems and uncover bugs.
- Shadowed personnel to learn appropriate methods for solving customer issues and troubleshooting technical problems.
- Helped maintain an above-average 98.49% customer satisfaction score for 2023, reflecting the ability to consistently meet and exceed customer expectations.

### 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

### 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

## PROGRAMING LANGUAGES

C++

Java

HTML/CSS

JavaScript

Python

x86 Assembly

Powershell

SQL

## PORTFOLIO

[www.brandonmaestas.com](https://www.brandonmaestas.com)

[www.github.com/bmaest](https://www.github.com/bmaest)