

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.
- Troubleshooted issues using the Linux CLI, including network instability and packet loss.
- Employed batch scripting to automate various tasks.

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

www.github.com/bmaest