

Brody England

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WORK EXPERIENCE

NAU Student Technology Center

Senior Support Technician

Feb. 2024 – Present

- Trained 5 technicians in components key to success to developing, repairing, and assisting customers to effectively and efficiently collaborate with our team.
- Assisted in development and implementation of tools and resources to accomplish goals/tasks such as Linux and Windows PE development.

Student Support Technician

Nov. 2022 – Feb. 2024

- Assisted over 1,000 customers, including students, faculty, and staff, by resolving a wide range of technological issues, including learning management systems, network troubleshooting, and personal device repairs.
- Diagnosed and resolved hardware and software issues across Linux, Windows, and Macintosh systems using advanced troubleshooting techniques and tools.
- Performed operating system reinstalls for devices affected by malware or corrupted filesystems, ensuring user data was securely backed up during the process.
- Conducted hardware diagnostics, part replacements, and system configuration adjustments to restore device functionality.
- Managed NAU-owned hardware and software, implementing updates, installations, and repairs to maintain operational efficiency and security.

SKILLS

- Operating Systems: Linux/Linux distributions, Windows, Macintosh.
- Programming Languages: Python, C, C++, JavaScript, Go, Ruby, MIPS Assembly.
- Tools: Bash scripting, Network Configuration, Docker, Active Directory, Windows Server, Git/GitHub, CLI Environments, ServiceNow, RingCentral.
- Certifications: CompTIA Security+ (in progress).

PROJECTS

- Self-Hosted Server: Developed own personal server using a “Zimaboard” and Debian 12 to host my own personal server, accessible at my domain. Actively working on OpenAI integrations to develop my own LLM’s.
- Spotify Song Algorithm: Designed a machine learning model replicating Spotify’s recommendations with 26% accuracy.
- Timely: A web application designed to streamline scheduling and collaboration for university students by automating the process of importing schedules, organizing group meetings, and facilitating communication through integrated profiles, calendars, and notifications. Built using Python with Flask, the app is hosted on my personal Linux server and integrates with learning management systems like Canvas to enhance student group coordination. Served as a lead developer, contributing to backend architecture, feature implementation, and deployment. Accessible at timely.brodyengland.com.

EDUCATION

Northern Arizona University

Expected Graduation – May 2026

Bachelor of Science in Computer Science

Flagstaff, AZ

- GPA – 3.54. Relevant Coursework: Programming Languages, Computer Organization, Computing Systems, Computing Tools, Data Structures, Automata Theory, Web Development, Linear Algebra.
- VICEROY Decree Scholar: Specialized education and hands-on experience in cybersecurity aligned with Department of Defense priorities, enhancing skills crucial for future leadership in defense-related operations.