Brian Mogy

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Professional Goal

Passion to build responsive websites using the latest libraries and frameworks. Wants to graduate from the Vanderbilt Boot Camp, so Brian can get a job as a frontend developer.

Coding Language	Operating System	Software Experience
Html	Windows XP, 7, 8, 10	Microsoft Office 13,16,365
CSS	IOS	
JAVASCRIPT(ES5 and ES6)	MAC OSX	
JQUERY	Linux(Centos)	
Bootstrap	Windows server 2016	

Personal Experience

- Has built pages using various coding languages and deployed them using Github.
- Has used AJAX calls to pull JSON data from third party API's, so the page can be more Dynamic.

Github Projects

- https://bmogy.github.io/Responsive-Portfolio/
- https://bmogy.github.io/Password-Generator/

ITT Technical Institute Graduate June 2013
Associates Degree

Took courses that dealt with the computer mother boards and learned about various Operating systems.

Vanderbilt Coding Bootcamp Graduate April 2020
Certificate

Certifications

Microsoft Certified Professional (Windows 2007)**2013**
Comp TIA A+**2013**
COMPTIA Network + **2013**

Work History

Desktop Support Technician July 2018 – present
Smile Direct Club
Managed over 2000 Team Members and supported over 1000 devices. Has successfully supported issues ranging from minor software problems to major site down issue.

- Utilized the Meraki Interface to monitor the networks and to troubleshoot any network related problems.

- Has worked with ISP's to troubleshoot and worst case replace the modem.
- Successfully imaged Dell Latitude laptops, surface pros, and Macbooks using PXE images over the network.
- Has configured ipads and tablets for shop deployments. We use the IOS and the android OS.
- Supported HP Envy 4520, ENVY 5000 series, and Konika Minolta printers.
- Configured the IO Gear adapters, so they can have better Wifi reception with our ap.
- Has troubleshoot any VPN related issues.
- Has configured and troubleshoot the Cisco MX65 FW, Cisco MX68 FW, and the MR33 AP's that we send out for shop deployment.
- Has gained excellent reputation with customers and has been awarded 5000 Champion points by various MGRS throughout the   year.
- Help Train various MGR's on Smile Direct Club continues changing policies.
- Worked with 3rd party vendors that would repair our laptops and ipads.
- Has resolved over 2000 tickets within an 12 month period.
- Was trained on HIPPA policies and has enforce the policies and educated the users.
- Used INControl to troubleshoot our equipment.
- Has troubleshoot any sonos speaker related problems.
- Has supported users locally to the United States and users Internationally.

Desktop Support Technician January 2014 – March 2018
ATT
Managed over 320 computers and their accessories on 1 site that includes the desktops, PDA's, Tablets, laptops, thermal printers, laser printers,1 line scanners, 2-line scanners. And the sim card readers.

- Utilized Active Directory Users and computers, to add computers to the domain and troubleshoot any domain connection errors.
- Achieved optimal network performance through proactive maintenance, updates, and ongoing user support; resolved 98% of the issues in less than 48 hours.
- Implemented and enforced security policies that align with the Distribution centers guideline.
- Increased productivity for the help desk team by initiating new process and tools(such as quality assurance documentation) to streamline and improve operations
- Troubleshoot and repaired Cisco anytime connect, so Mangers can VPN into the company's network.
- Has utilized Bit locker to encrypt drives for end users.
- Has set up WebEx conference portal connections for Managers.
- Has imaged, installed, and configured desktops using the intel based image that Corporate has provided
- Used Dameware to remote into pc's that are offsite or within the building.
- Responsible for the equipment of over 320 computers.
- Managed upcoming lease rolls and has refreshed over 300 computers.
- Help train users on how to navigate the windows 7 and windows 10 operating systems.
- Used to PowerShell to create scripts that would automate system related tasks.
- Been responsible for installing the local and network printers
- Maintained Inventory of all the monitors, desktops, laptops, laser printers, thermal printers, line scanners, and RF Terminals.
- Received incoming issues through email, phone, or in person and updated the incidents with in the It email group.
- Has educated users on Microsoft Office 2013/16 and repaired office related issues.

ATT Projects

- Refreshed our zebra printers.
- Replaced 64 Zebra TLP 3844-Z labels printers with Zebra GX430T models

- Replaced 32 zebra 110xill models with the 110xi4 models
- Managed upcoming lease rolls and has refreshed over 300 computers
- Leading a team of 3 technicians, we scheduled times with the managers and has backed up and restored all of the user's data to their new pc
- Has recorded all of the Ip addresses of over 150 computers in the assembly line, so we can tell what subnet each switch is giving to the jack.

Desktop Support Technician March 2013 – August 2014
Gosset Motors

Managed over 300 pc's and printers across 5 sites.

- Troubleshoot, install and configure Desktops, Laptops, Laser printers, Key track pc's, and various accessory items.
- Troubleshoot and repaired any Libre office related problems.
- Troubleshoot, configured and repaired Windows XP and Windows 7.
- Backup and restored user's data to their new pc's after refreshing their equipment.
- Inventoried all items entering and leaving the facility.
- Created User and computer accounts utilizing Active Directory: Users and Computers.
- Created Users email addresses utilizing Exchange server.
- Utilized Real VNC to remote into user's pc to troubleshoot their software related problems.
- Submitted tickets to 3rd party vendors, so they could repair any advance hardware problems.
- Received tickets using the Numera Track-It ticket software and closed tickets after repairing the problem or escalated the tickets.
- Used Acronis to create and deploy images.

Gosset Motors Projects

- Color assigned the ethernet cable to their appropriate devices across all sites.
- Installed video cards on the Managers desktops, so they could watch view websites that required higher resolutions.