

Brandon Sperry

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Objective

Dedicated and technically skilled Help Desk Technician with experience in IT support and customer service. Proficient in troubleshooting, networking, and using various IT systems to resolve user issues. Seeking a networking or IT role where I can leverage my expertise in Active Directory, network configuration, and technical support.

Education

Bachelor of Information Science

University of Arkansas at Little Rock

August 2019 – Present

ualr.edu

Associate of Applied Science in Computer Information Systems

Pulaski Technical College

August 2010 – December 2014

ptc.edu

Certifications

- **Certificate of Proficiency** in Computer Information Systems
 - **Technical Certificate** in Computer Information Systems
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Technical Skills

- Active Directory & Password Management
 - Microsoft Office Suite (Excel, Word, PowerPoint)
 - Windows 7, 8, and 10
 - Network Configuration & Troubleshooting
 - Computer Hardware & Repair
 - Remote Desktop Support & CRM Systems
 - ServiceNow Ticketing System
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Professional Experience

IT Service Desk Analyst

Arkansas Blue Cross and Blue Shield – Little Rock, AR

December 2017 – Present

- Utilize ServiceNow to manage and resolve IT support tickets.
- Reset user passwords and maintain access control through Active Directory.
- Provide remote assistance to employees for resolving technical issues.
- Assist in troubleshooting networking issues for end-users.

Help Desk Technician I

Staley Inc. – Little Rock, AR

July 2015 – April 2017

- Managed tickets using a CRM system and addressed IT-related issues for field technicians.
- Configured network ports and reset user credentials using Active Directory.
- Provided remote desktop support for configuring traffic counters and other equipment.
- Troubleshoot unresponsive customer equipment and resolved internal IT issues.

Driver

Arkansas Rice Depot – Little Rock, AR

November 2012 – July 2015

- Delivered food to various pantries and assisted with special events.
- Provided ad-hoc support for IT-related issues within the organization.

Unitizer

Lamb and Associates Packaging INC – Maumelle, AR

April 2012 – October 2012

- Assembled and packaged materials according to daily work orders.

Scanner

Welspun Tubular – Little Rock, AR

July 2011 – November 2011

- Managed inventory by scanning pipes into the system and tracking their locations.

Additional Information

- Strong communication skills, able to work effectively with users at all levels of technical proficiency.
- Committed to continuous learning and staying up-to-date with evolving technologies in networking and IT support.