**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](http://www.ualr.edu)

**Associate of Applied Science in Computer Information Systems**  
*Pulaski Technical College*  
August 2010 – December 2014  
[ptc.edu](http://www.ptc.edu)

**Certifications**

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

**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

**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.
* Troubleshot 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.