

Brady Rogers

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Skills Highlights

- Built multiple PC systems for myself, family and friends
- Proficiency in Microsoft Office 365, Windows 10 & 11
- Proficient in PowerShell and command line, SQL and database administration
- Proficient in Microsoft Windows Server Active Directory and Microsoft Intune Admin center
- Troubleshooting and hardware repair ranging from routers/modems to PC systems, laptops and iPhones

Information Technology Work Experience

Desktop Support Technician

Boston Scientific Arbor Lakes

August 2025 – Present

Hired specifically to support the launch of Boston Scientific's new campus, providing foundational IT infrastructure and end-user support for 1000+ employees

Provide executive IT support via video call, email, chat and face to face

Manage password, PIN and multifactor authentication resets through Microsoft Intune

Active directory group modification and resolution of user account lockouts

Collaborate and share issues as well as resolutions in forums, Microsoft Teams, ServiceNow

Manage follow you print server connection, standard printing, scan to email and initial badge setup

Assist users with software install and support, VPN client, RSA Token, SCCM

Perform laptop repair, imaging, setup, configuration and new hardware installs

Deployment, management and use of Azure Virtual Desktop's

Desktop support including setup of monitors, keyboards, webcams, docking stations and audio-visual support in meeting spaces

Fiber Technician

Metronet

September 2024 – August 2025

Performed installation and maintenance of high speed fiber optic internet services for residential and commercial properties Handled all aspects of fiber runs, troubleshoot and resolved network issues accordingly Ensured integrity and efficiency of fiber optic cables

Utilized Optical Time-Domain Reflectometers (OTDRs) and fiber splicers for installations and repairs

Installation and setup of ONT's and Routers

Ensured quality of service using laptop and testing tools

Guaranteed customer satisfaction along with network reliability

Utilized Outlook, Teams to communicate with coworkers and even Excel when completing spreadsheets for commercial site surveys

Augmented LCP's directly from Metronet Fiber HUT/Cabinet locations effectively turning on new infrastructure

IT Help Desk Student Worker

Dakota County Technical College

November 2023 – May 2024

Assisted students with passwords and 2FA resets

Manage AutoCad, Adobe suite and other similar tools

Troubleshoot WIFI, printer, projector and other simple computer issues

Demonstrated exceptional customer support skills when troubleshooting issues in person and over email

Logged tickets and resolutions within JIRA

Education

Associate of Applied Science in Networking Administration 2024 **Dakota County Technical College, Rosemount, MN**

PowerShell, VMware and Database

Spring 2024

Installed and ran backups of Microsoft SQL server databases, ran queries using TSQL

Utilized VMware, creating templates and datastores

Utilized ESXI and vSphere web client

Installed windows server VM's on Hyper V and Vmware

Experimented with different PowerShell cmdlets as well as loops such as for, foreach, do while & do until

Networking and Windows Server

Fall 2023

Configured Networks using Cisco routers, switches using OSPF and EIGRP along with ACL's to only allow specific traffic on a network interface

Setup VLANS along with spanning tree to prevent network loops

Setup Active Directory including group policy along with DNS, DHCP, IIS and a VPN server on Microsoft Server

2022

Configured RDP on desktops and servers to allow remote connections over LAN/WAN

Practiced computer forensics techniques to recover data, including cyber security labs

IT Security and SQL Database Systems

Spring 2023

Setup Fortinet firewalls, used port forwarding to allow WAN clients to view webpage

Experienced installing and troubleshooting cloud-based and local virtual machines

Executed SQL queries and designed databases

Participated in labs demonstrating how attackers code and manipulate computer services & humans

Utilized Windows tools, task manager, computer management and networking diagnostic software including NetFlow and Wireshark packet sniffer

Command line, Microsoft Office and PC hardware

Fall 2022

Utilized different command line, xCopy, mkdir, ipconfig, to get comfortable not using GUI

Wrote and executed batch files to automate certain tasks with task scheduler

Utilized removable SSD storage and flash drives, Installed Windows OS using WDS & bootable USB

Microsoft Office suite including Word, Excel, PowerPoint and Access

Utilized multimeter voltage testers and performed RJ45 terminations

Disassembly/reassembly PCs ensuring they operated correctly and built an intel DDR5 gaming PC as end of semester project