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# Brandon Watson

## IT Support Engineer

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www.github.com/brandonmwatson1

## SKILLS & CERTIFICATIONS

Amazon Web Services (AWS); Git; Terraform; BASH; Linux; SQL; Project Planning; CRM; Troubleshooting

AWS Certified Solutions Architect (February 2021)

Six Sigma Yellow Belt (SSYBC) (January 2020)

AWS Certified Cloud Practitioner (September 2019)

## PROFESSIONAL EXPERIENCE

### US Digital Designs, Tempe, AZ - IT Support Engineer

January 2017 - PRESENT

- Designed and implemented the use of a CRM/ticketing support system
- Created and published a Customer Portal with training videos using WordPress
- Writing and executing queries in SQL to modify data in software
- Maintain technical and procedural documentation for internal use
- Publishing statistical customer data reports for website, trade show, and internal use
- Assisting with hardware and software issues within fire station and/or dispatch centers
- Reporting and troubleshooting bugs in components to software engineering team

### IPro Tech, Tempe, AZ - IT Support Engineer

May 2016 - December 2016

- Deployed eDiscovery components in client production and test environments
- Configured websites using IIS in Windows Server operating systems
- Performed software testing to ensure proper performance in client environments
- Trained and assisted employees to meet deadlines and perform independently

### TechZone, Normal, IL - Senior Service Technician

Feb 2015 - May 2016

- Resolved hardware and software issues on Mac and PC in a high-volume environment
- Repaired Apple, Dell, Lenovo, HP products under warranty and/or out-of-warranty brands
- Provided initial contact with clients; check-in products; service needs and questions
- Cooperated with group of team members to ensure completion of repairs

## EDUCATION

### Illinois State University, Normal, IL - Networking & Telecommunications Management

May 2016