**BRAYDEN WICKEL**

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**TECHNICAL SUPPORT ANALYST**

**Summary of Qualifications**

* **Over 6 years’ experience** supporting functionality-related incidents, onboarding, and access requests from customers and clients in enterprise and consumer product environments.
* Familiar with connectivity, performance, and provisioning difficulties related to **onsite and cloud-based servers.**
* Consistent with **ticket compliance** in a variety of ticketing systems, including linked documentation and attachments.
* **Effective at engaging in root cause analysis** to critically evaluate necessary steps to complete complex and unique requests.
* An organized **team player, known for rapidly providing relevant technical documentation** and adaptive suggestions for challenges peers face throughout the day.
* Certified in **Network+, Security+**. Hands-on experience with log management and backup/restore for Windows and Linux servers.

**CORE COMPETENCIES**

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| Active Directory | Citrix | Microsoft Office 365 | Azure VDI | Intune & Azure AD |
| Ticket Management | Critical Thinking | User Onboarding | Root Cause Analysis | Patience & Empathy |

**EXPERIENCE**

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| --- | --- |
| Arthur J. Gallagher & Co | Rolling Meadows, IL |
| **Service Desk Specialty Support II (Remote)** | 03/2022 – Present |

* Provided white-glove support to the top 200 performers (VIPs) of a company of 65,000+ employees.
* Onboarded over 5,000 new employees migrating to our systems as part of mergers & acquisitions.
* Imaged over 500 laptops and processed hardware orders for laptop & component replacement.
* Consistently produced top 1% metrics for ticket compliance, call handling, and attendance scores month-by-month.
* Monitored all communication channels such as Teams, email, voicemail, and the ticketing system to ensure timely responses to all clients.
* Assisted teammates with incoming escalations, increased workloads, and any interactions they could not complete.
* Embraced challenges in the form of various IT projects as needed by leadership and teammates.
* Resolved Citrix virtual desktop, xenapp, and access issues using Citrix Director and Active Directory.
* Streamlined the introduction of Azure Virtual Desktops into the enterprise.
* Implemented, configured, and supported various multiplatform services such as Intune MAM, mobile and desktop Jabber softphone, mobile IAM self-provisioning services at the endpoint and within web-based consoles.
* Installed and configured a multitude of applications onto Windows endpoints including but not limited to Adobe Acrobat, Office 2016, Office 365, cloud-based add-ins to integrate services such as OneDrive, Citrix Sharefile, PowerBI, Sharepoint, and enterprise-proprietary software.

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| Computer Task Group, Inc. | Boulder, CO |
| **Service Desk Analyst (Remote)** | 03/2020 – 08/2021 |

* Strived for rapid returns to productivity for over 2,000 healthcare company employees by closely following a knowledge base and support process.
* Effectively provided support for ID Management, global address lists, outage handling, incidents, and requests, resolving over 400 tickets per month.
* Resolved a wide range of hardware issues for devices such as PCs / Macs, printers, docking stations, and other peripherals.
* Assisted with functionality and access to an abundance of enterprise tools, including (but not limited to) VPN, Network drives, MS Office / Exchange tools, Avaya 1X Workplace/Agent, Verint, Peoplesoft, Mainframe (Reflection Workspace).

**CERTIFICATIONS & AWARDS**

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| CompTIA **Network+ Ce Certificate** | 2023 |
| CompTIA **Security+ Ce Certificate** | 2022 |
| Cyber SkyLine - **NCL Fall 2023** [**Individual**](https://cyberskyline.com/report/9NF1QRJVH51T) **&** [**Team**](https://cyberskyline.com/report/C45KGKYFBBWH) **Game** | 2023 |
| Cyber SkyLine - **NCL Spring 2024** [**Individual**](https://cyberskyline.com/report/GG5H2TG85H4H) **&** [**Team**](https://cyberskyline.com/report/XMCURUFMMLPA) **Game** | 2024 |
| Cyber SkyLine - **NCL Fall 2024** [**Individual**](https://cyberskyline.com/report/5VMA6V8R8F59) **&** [**Team**](https://cyberskyline.com/report/JD721H4N0DKB) **Game** | 2024 |
| Microsoft - **Create and manage automated processes by using Power Automate** | 2024 |
| freeCodeCamp – **Responsive Web Design** - [View](https://www.freecodecamp.org/certification/fccc40171c8-5b64-4d64-9ec2-d22371a97d3c/responsive-web-design) | 2025 |
| ProofPoint - **Certified Email Authentication Specialist 2025** - [View](https://www.credly.com/badges/0872e11d-d0bc-469a-90bf-008376a4d80e) | 2025 |

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| [NCAE 2024 Competitor](https://badgr.com/public/assertions/PYBpf7jhTsiW6lMHtf3eTQ?identity__email=bwickel@my.devry.edu)  NCAE 2024 Competitor | [Most Valuable Teammate NCAE 2024](https://badgr.com/public/assertions/8dhA9tGORGu_ZxOGKKIIbg?identity__email=bwickel@my.devry.edu)  Most Valuable Teammate NCAE 2024 | [NCAE 2025 Competitor](https://badgr.com/public/assertions/P1YyCwiPQjy0O4Uq4FYW-g?identity__email=bwickel@my.devry.edu)  NCAE 2025 Competitor | [Most Valuable Teammate NCAE 2025](https://badgr.com/public/assertions/K_ZUNCGaTJejClGYvlcobQ?identity__email=bwickel@my.devry.edu)  Most Valuable Teammate NCAE 2025 |

**INFORMATION TECHNOLOGY EDUCATION**

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| DeVry University | Denver Area, CO |
| **Bachelors in Cyber Security Programming** | 2022 - 2025 |

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| DeVry University | Denver Area, CO |
| **Associates in Information Systems & Programming With Honors |** [**View Credential**](https://www.parchment.com/u/award/e4a90feea82b45064f9a52922c619078/file) | 2022 - 2024 |

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| DeVry University | Denver Area, CO |
| **Undergraduate Certificate – Programming Essentials**   * SQL * C# * Python Object Oriented Programming | 2023 |
| LeaderQuest, an ACI Learning Company | Centennial, CO |
| **Information System Analyst (ISA) Certificate Program** | 2022 |

* CompTIA Security+
* EC-Council Certified Network Defender (CND)
* EC-Council Certified Ethical Hacker (CEH)

**INTERNSHIPS/VOLUNTEER WORK**

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| ClickSafe Intelligence | Portland, OR |
| **Investigating Child Exploitation and Safety Features of Minecraft** | 6/2024 – 10/2024 |

* Contributed to over 100 hours of research highlighting the vulnerabilities children face when playing Minecraft online via extensive notetaking and recording.
* Proofread and co-signed the following reports:
  + [Building Blocks: Investigating Child Exploitation and Safety Features of Minecraft](https://clicksafeintelligence.com/publications/building-blocks-investigating-child-exploitation-and-safety-features-of-minecraft)
  + [Parent Safety Guide: Minecraft Java & Bedrock Edition](https://clicksafeintelligence.com/parent-safety-guide-minecraft)

**PROFESSIONAL ASSOCIATIONS**

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| Student Member in good standing, **Institute of Electrical and Electronics Engineers (IEEE)** | 2025 |