

BRANDON CRUZ

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OBJECTIVE

I am a customer-orientated IT professional with over 10 years of technical experience. I am seeking a challenging Systems & Networking Administration position with an organization that can effectively use my skills and knowledge. My experience includes Networking Administration, Desktop and Help Desk Support, Server Management, Active Directory and more. I am currently enrolled to finish my Bachelor's degree in Network and Server Administration.

EDUCATION

Western Governors University, Online

Major: Bachelor of Science in Information Technology – Network Administration

Current – ETA Graduation Date of November 2016

Tompkins Cortland Community College, Dryden NY

Major: Computer Support Specialist, CIS

August 2004 – May 2006

Courses include Computer Hardware Repair/Maintenance and Help Desk/User Support. Currently studying for CompTIA A+ Certification and to be certified as a Microsoft Desktop Support Specialist.

Certifications

CIW Web Foundations Associate

CIW License CIW ID 509300 April 2012

CompTIA A+

CompTIA License 8JZ4BKXCXKVE2XS5 October 2012 to April 2017

CompTIA Project+

CompTIA License 90WGC16C83F4CW59 April 2013

CompTIA Network+

CompTIA License 0WSZMLEDZGE42BBR October 2013 to April 2017

CompTIA Security+

CompTIA License LY1PGP8LRCQ11QJK April 2014 to April 2017

Skills

- Active Directory
- Microsoft SCCM
- Microsoft SCSM
- Microsoft SCORCH
- Microsoft System Center
- Cisco IOS
- SQL DB Administration
- Network Administration & Security
- DHCP/DNS/WINS
- Group Policy Administration
- Antivirus McAfee EPO/MSEP
- WSUS
- File/Print Services
- MS Office Suite 2003, 2007, 2010, 2013
- Imaging & Deployment via SCCM/Altiris/Ghost
- VMWare
- Service Delivery
- Fluke Optiview XG
- AirMagnet Wi-Fi Surveyor & Wi-Fi Analyzer
- IIS
- File/Share Permissions & Security

Programming

- CSS
- HTML/XHTML
- JavaScript
- PHP
- Some SQL/Java
- XML
- C++
- Visual Basic.NET
- PowerShell

OS

-AS400/IBM iSeries
-Windows
10/8/7/XP
-Windows Server
2012/2008/2003
-Linux/Ubuntu

EXPERIENCE

Sr. Client Technologies Specialist I – Enterprise IT

March 2007 – Present

BorgWarner Morse TEC, Ithaca, New York

Primarily responsible for IT Customer environment. Execute task to enhance and support the desktop environment, provides specialized IT services (e.g. high level meeting support, root-cause analysis, customer consulting), and provides IT facility related services (e.g. audio-visual environment, security systems, printers/copiers).

Tasks Include

- Involved with all IT related Projects as Technical Lead. Past Projects included Verizon/AT&T DAS installation, Campus Fiber Upgrades, IDF Cabinet upgrades, VoIP Implementation, Cisco WLC upgrade
- Meet with Business to discuss needs from IT Technical aspect
- Troubleshooting LAN/WAN/WLAN Issues
 - * Network Latency issues
 - * Network Wiring issues
 - * Access Point coverage issues
- Installing and configuring Cisco Network switches, routers, and access points
 - * Cisco 2900 & 1800 series switches
 - * Cisco Controller based WLAN & Autonomous Aps
- Administration to Global Microsoft SCSM environment for BorgWarner. Tasks include maintenance and upgrades to SCSM environment including orchestrator runbooks and PowerShell scripting to help end user and technician experience
- Administration of various Application and license servers
- Executes the desktop services and standards (e.g. hardware/software, data locations, etc)
- Executes the deployment process and desktop image components
- Ensures that remote and on-site support issues are resolved to customers satisfaction
- Maintains software version control (application and system)
- Maintains License Management.
- Maintains client security settings (e.g. admin rights, software installs, etc)
- Maintains customer configuration options (e.g. screensavers, page layout views, etc) and incorporate into the BorgWarner Desktop image
- Maintains client asset inventory, disposal, and refresh plans

IT STAP Student - Intern

July 2002 – March 2007

BorgWarner Morse TEC, Ithaca, New York

Responsible for various PC repairs and troubleshooting, setting up PCs, various networking tasks, implementing Altiris for PC images, managing users & computers in Active Directory, managing mailboxes on Exchange servers, managing user accounts in Team Center Engineering, managing user accounts/devices in AS400, running payrolls including account payable, factory, exempt and non-exempt, and various projects including Exchange migration from Exchange 5.5 to 2003.