

Brent Graham Buenarte

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EDUCATION

Bachelor of Science, Information Technology
Western Governors University, Salt Lake City, UT

09/2022 – 07/2025

SKILLS

- **Software:** Active Directory and GPO, ServiceNow/ICM and Jira, Avocent/Raritan KVM Administration, Putty, Cisco/Arista Console (SSH), Microsoft Asset Management
- **Technical Skills:** Rack and Stack Servers, Cabling, and Power Configuration, Desktop, Laptop, and Networking Troubleshooting/Setup such as IDF/MDF, TOR Switches, Fiber, etc., OS Imaging, BMC/iDRAC/ILO Network Configuration, Basic PowerShell Scripting
- **Certifications:** CompTIA A+, Network+, Security+, and Project +, AWS Cloud Practitioner, LPI Linux Essentials, Axelos ITIL v4

PROFESSIONAL EXPERIENCE

Systems Engineer (Microsoft Campus), Wipro Limited

07/2024 – Present

- Managed the full lifecycle deployment and maintenance of enterprise-grade servers, workstations, and thin clients for critical engineering teams (Surface/Core OS/Edge).
- Guaranteed 100% remote connectivity for developers while maintaining strict, accurate asset tracking using Microsoft Asset Management tools.
- Achieved 99.9% system uptime and resolved 95% of complex hardware issues on the first attempt by utilizing BMC/iDRAC/ILO for remote diagnostics.
- Minimized deployment rework by 20% through rigorous quality control checks on server cabling, power configuration, and grounding standards.
- Accelerated infrastructure lifecycle management, completing server deployments, upgrades, and decommissions consistently ahead of schedule.
- Provided critical hardware/software support for developers, leveraging tools like ServiceNow/ICM to minimize development environment downtime.
- Collaborated with engineers to refine documentation and escalation processes, resulting in a 15% reduction in ticket resolution time.
- Ensured clean and compliant data center operations, adhering strictly to enterprise safety and operational standards.

IT Systems Engineer Intern, Sound Credit Union

04/2024 – 07/2024

- Cross-functionally supported Help Desk, Networking, and Cybersecurity teams, resolving user tickets and infrastructure issues across multiple financial branches.
- Contributed to 99% system uptime by performing configuration and maintenance on key hardware and software systems.
- Managed user and group accounts utilizing Active Directory, enforcing GPO standards, and creating technical documentation for internal IT processes.
- Designed detailed network maps for IDF/MDF and TOR Switches to optimize data communication and mitigate network congestion risk.
- Developed internal documentation for Tier 1 troubleshooting, cybersecurity procedures, and compliance standards.