Brent Graham Buenarte

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EDUCATION

Bachelor of Science, Information Technology   **09/2022 – 07/2025**
Western Governors University, Salt Lake City, UT

SKILLS

- **Software**: Active Directory and GPO, ServiceNow/ICM and Jira, Avocent/Raritan KVM Administration, Putty, MobaXTerm, Cisco/Arista Console (SSH), Microsoft Office/365, Microsoft Asset Management, Visual Studio Code
- **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, Manual Machine Testing, 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
- Deployed and maintained servers, workstations, and thin clients for Surface, Core OS, and Edge teams.
- Ensured 100% remote connectivity uptime and accurate asset tracking in enterprise portals.
- Diagnosed and resolved 95% of hardware issues on first attempt; achieved 99.9% system uptime.
- Conducted quality checks on cabling, grounding, and staging—reduced rework by 20%.
- Supported deployments, upgrades, and decommissions, consistently ahead of schedule.
- Provided hardware/software support for developers, minimizing downtime.
- Collaborated with engineers to document escalations and cut resolution time by 15%.
- Maintained clean, compliant data center operations per Microsoft safety standards.

IT Systems Engineer Intern, *Sound Credit Union*
04/2024 – 07/2024
- Supported help desk, network, and cybersecurity teams across multiple branches.
- Assisted with hardware/software configuration and maintenance, ensuring 99% uptime.
- Created and managed IT user accounts, policies, and technical documentation.
- Designed network maps to optimize communication and prevent congestion.
- Contributed to internal documentation for troubleshooting, cybersecurity, and compliance.