

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, 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 numerous servers, workstations, and thin-client machines throughout the campus for the Surface, Core OS, and Microsoft Edge developers, including arranging remote connections with a maximum uptime of 100%, ensuring continuous development, including updating and removing future deployments and decommissions in enterprise level web portal for asset management and tracking purposes
- Performed hardware troubleshooting and diagnostics, resolving 95% of hardware incidents on the first attempt and contributing to 99.9% system uptime, aligned with Microsoft's "handle hardware, perform basic troubleshooting and diagnostics" requirement
- Conducted post-execution quality checks including proper cabling, grounding, labeling, and staging, lead to reducing rework requests by 20%, echoing Microsoft's emphasis on quality checks and safety
- Supported server deployments, upgrades, and decommissioning/completing tasks ahead of schedule while strictly adhering to safety standards
- Provided priority support for all developers, such as hardware and software assistance, ensuring minimal downtime and non-stop workload
- Collaborated with engineers to escalate and document complex incidents, reducing resolution time by 15% via refined escalation processes
- Maintained a clean and compliant data center work environment, reinforcing safety and compliance, a priority outlined in Microsoft's job responsibilities

IT Systems Engineer Intern, Sound Credit Union

04/2024 – 07/2024

- Gained exposure and experience to the fundamentals of IT and its subdivisions, such as help desk support, network and system engineers, and cybersecurity team, with a background in the banking enterprise environment
- Collaborated with cross-functional teams to support end-users, resolved IT-related inquiries, created bank and IT-level accounts and policies that meet standards and guidelines, and provided training on new technologies and systems
- Assisted senior engineers in installing, configuring, and maintaining hardware and software components of IT systems, including servers, and networking devices, resulting in 99% uptime for all branches
- Created a network infrastructure map, ensuring local and different regional communications meet standards and provide less interruptions, resulting in multiple printers and computers communicating without stress or network congestion
- Contributed to the creation and maintenance of technical documentation in the internal website, including system configurations and server information for easy troubleshooting and other procedures/guidelines, such as bank safety and cybersecurity