

BRANDON REDMAN

IT Networking and Information Security Student

About Me

Hardworking and detail-oriented IT Networking and Information Security student. Skilled in customer service, hardware and software troubleshooting, and general system maintenance. Experience working in a team, completing projects, supporting co-workers and end-user support. Competent in Python, routing and switching, Office 365 and Windows Systems.



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Oshawa, Ontario

SKILLS

- Python (Programming Language)
- Routing and Switching
- Computer Maintenance
- Ticketing Systems (Lansweeper)
- Proficient in MS Office (Word, PowerPoint, Excel, Outlook, Access)
- Sales
- Customer Service
- Communication Skills
- Interpersonal Skills

Experience

Customer Service Representative

DHL - Hamilton - Bermuda

May 2022 - August 2022

- Face to face interaction with customers.
- Overcame daily logistical challenges.
- Provided customer support via phone and email.
- Actioned customer queries.
- Ensured packages were stored, packed, and securely given to the appropriate departments and customers.

Golf Course Caddy/Attendant

Port Royal Golf Court - Southampton - Bermuda

March 2022 - May 2022

- Direct contact with patrons.
- Set up, cleaned, and monitored golf carts.
- Provided directions and instructions to customers about the golf course.
- Custodial services

Information Technology Help Desk Support

The Bermuda College - Paget - Bermuda

September 2020 - September 2021

- Performed minor maintenance and repair of IT equipment such as printers, laptops, and desktop computers.
- Fixed day-to-day IT related issues for staff and students.
- Maintained and installed operating systems and network images for college systems.
- Part of a team that created a 360 virtual tour of the campus.
- Experience managing, completing, and creating tickets in Lansweeper.

Education

Ontario Tech University

Bachelor of Information Technology - Networking and IT Security

2022 - 2026

The Bermuda College

Associate of Science - Computer Information Systems

2018 - 2021