BRANDON REDMAN

IT Networking and Information Security Student

About Me

Hardworking and detail-oriented IT Networking and Information Security student. Skilled in customer service, complex problem-solving, analytical thinking, hardware and software troubleshooting, and general system maintenance. Experienced in working in a team, completing projects, supporting co-workers and end-user support. Competent in Python, JavaScript, Cisco Routing and Switching, Office 365 and Windows Systems. Cisco Certified Network Associate.

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- 📍 Oshawa, Ontario

SKILLS

- Cisco - CCNA Certification
- TCP/IP Networking
- Routing Protocols - OSPF, EIGRP, BGP, MPLS
- LAN Switching
- Python
- JavaScript
- React
- Wireshark

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.

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.

Projects

Networking II Case Study
March 2024 - April 2024

· Configured a network with Cisco routers acting as sites and switches using Professors topology guide and instructions.
· Implemented Spanning-Tree, VTP, HSRPv2, MPLS, DMVPN Phase 3, EIGRP Routing and NTP Servers.

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