

# Brendon Tang

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## WORK EXPERIENCE

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### **Bodwell HS**

*IT Support Specialist*

**Sep. 2020 – Present**

*North Vancouver, BC*

- Managing users and computers through Active Directory and Azure Active Directory.
- Creating scripts to automate administrative tasks such as creating bulk AD users, passwords reset, assigning users to distribution groups, Office 365 licenses and two-factor authentication.
- SharePoint and Microsoft Teams admin creating and managing teams, groups, users and permissions.
- Created a package delivery form on SharePoint with power automate workflow that automatically notifies students and staff via email when their packages arrive.
- Created delete SharePoint list items with power automate workflow that delete SharePoint list items that are older than 30 days.
- Create images/reimage via KACE system for Windows 10
- Manage network WiFi using Sopho UTM management system.
- Supporting students and staff with technical support.

### **BCIT**

*Lab Proctor*

**Jun. 2019 – Jun. 2020**

*Vancouver, BC*

- Providing lab support and reimaging lab computers for the upcoming terms.
- Supported a mid-size company, which consisted of ~50000 students and employees.
- Working with an enterprise system to manage assets and to resolve incoming tickets from users.
- Troubleshoot software and hardware problems such as printers and Adobe Licensing issues.
- Using a variety of applications such as Microsoft Excel, Outlook, and myBCIT.
- Patching network drops.
- Setting up and replacing Dell and Mac computers in Labs.

### **Sport Chek**

*Footwear Associate*

**Oct. 2015 – Jan. 2018**

*Vancouver, BC*

- Working within a team to provide exceptional customer service, performing price checks, maintaining current knowledge of the latest footwear, advising customers of footwear technology relevant to their needs, handling phone calls, maintaining store cleanliness, and updating store signage.
- Got store feedback from customers for providing excellent customer service.

### **Loblaws**

*Assembler*

**Sep. 2014 – Feb. 2015**

*Vancouver, BC*

- Operating pallet jack, following supervisor instructions, building pallets, filling out paperwork for containers, and checking for anything hazardous.

### **Costco**

*Stocker*

**Jun. 2014 – Sep. 2014**

*Vancouver, BC*

- Stocking products, rotating products, answering customers questions about products, operating a manual pallet jack, leveling products, and condensing products.

### **PriceSmart Foods**

*Various positions*

**Aug. 2011 – Jun. 2014**

*Vancouver, BC*

- Cross-trained to act in multiple different positions, including: Front End Clerk, Deli Clerk, Grocery Clerk, Produce Clerk, Bakery Clerk, Bulk Clerk, Dairy/Frozen Clerk and Customer Service Desk.

## EDUCATION

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### British Columbia Institute of Technology

Apr, 2020

*Diploma, Computer Information Technology, With Distinction*

*Vancouver, BC*

- Some courses include: Enterprise System Integration, Scripting with Python 3.0, Web Development (HTML, CSS, JavaScript), Object Oriented Programming, Windows and Linux administration, Database with MySQL, Agile/Scrum, Open Source Practices, DevOps, Cloud Computing (AWS and Azure)

## SKILLS & INTERESTS

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- **Skills:** Created CI/CD pipelines to process file data and auto business processes, automating tasks, using Power Automate, debugging, Selenium, monitor network to ensure smooth production, networking, technical support, Git, scripting (PowerShell/Bash/Python 3), JavaScript, Windows/Linux OS, MySQL, Nginx, and Apache
- **Interests:** Fitness; sports; hiking; gaming; technology