

## BRANDON ROBINSON

Clover, SC

brob23.br@gmail.com | [linkedin.com/in/brandonbradrobinson](https://www.linkedin.com/in/brandonbradrobinson)

[Notion Portfolio](#) | [Credly Verification](#) | [DataCamp](#) | [Github](#)

---

## EDUCATION & CERTIFICATIONS

### **B.S. Cloud Computing – Amazon Web Services** (*Anticipated April 2026*)

Western Governors University – Salt Lake City, UT

### **A.A.S. Computer Technology: Networking** (*Cum Laude, 2018*)

York Technical College – Rock Hill, SC

**Certifications:** Project+ (2023), A+ (2024), Network+ (2024), Security+ (2024), Cloud+ (2024), AWS Certified Cloud Practitioner (2024)

---

## PROFESSIONAL EXPERIENCE

### **Wells Fargo** – Charlotte, NC

*Senior Technology Business Services Assistant (Aug 2021 – Present)*

- Lead project tracking, configuration, and testing for technology initiatives.
- Troubleshoot network, software, and hardware issues for ATMs and Teller Cash Recyclers.
- Collaborate with project managers and stakeholders to meet critical deadlines.
- Manage milestone tracking via Excel and proprietary project databases.
- Lead bi-daily stand-ups to update project teams.
- Administer Endpoint Security MAC 802.1x bypass exceptions.
- Create Jira tickets and ServiceNow change requests for network certificates.

### **Insight Global | Wells Fargo** – Charlotte, NC

*Business Technical Service Specialist (Sep 2019 – Aug 2021)*

- Provided phone and ticketing support for hardware, software, and network issues.
- Troubleshot Teller Cash Recycler networks and DNS-related issues.
- Managed chronic issue trends to minimize network downtime.
- Escalated ATM servicing issues to meet SLA requirements.

### **York Technical College** – Rock Hill, SC

*Computer Networking Tutor (Jan 2019 – Aug 2019)*

- Assisted students with Windows Server concepts, Active Directory, and Group Policy.
- Provided support for subnetting and Microsoft Official Academic Course labs.

*Help Desk Technician (Apr 2018 – Aug 2019)*

- Provided Office 365 support and troubleshooting.
  - Managed password resets, peripheral setups, and hardware repairs.
- 

## TECHNICAL SKILLS

- **Cloud & Security:** AWS IAM, EC2, S3, WireGuard, Tailscale, Pi-hole DNS, Unraid Server
  - **Networking & OS:** Windows Server, Active Directory, DHCP, Wireshark, Network Attached Storage
  - **Scripting & Tools:** Command Line, SSH/Putty, SQL (Beginner), Python (Beginner)
  - **Project & ITSM:** ServiceNow, Jira, Workday, Excel (Pivot Tables, xlookup, vlookup, index-match)
  - **Collaboration & Productivity:** Office 365, User Acceptance Testing
- 

## KEY STRENGTHS

- Strong troubleshooting and problem-solving abilities
- Effective project coordination and stakeholder communication
- Proactive in process improvement and issue resolution
- Passion for cloud computing and network security