

# BRYANT TORRES

SYSTEM ADMINISTRATOR

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🏠 | 16026 Bormet Dr., Tinley Park, IL 60477

## PROFILE



System Administrator pursuing a career focused on Web Development. Strong emphasis in troubleshooting. Desiring to gain entry-level position with room for growth and advancement.

## EDUCATION



2003 - 2007

**High School Diploma**

Hudsonville High School, MI

## AWARDS



2021 - 2022

**MSU Coding Bootcamp Certificate of Completion**

Michigan State University, MI

## SKILLS



- Software Management
- Problem Solving
- Attention to Detail
- Team Collaboration
- Technical Troubleshooting
- bcrypt, Bootstrap, C#, CSS, Express.js, Git, GraphQL, Heroku, HTML, JavaScript, jwt-decode, JQuery, mongoose, Moment.js, MongoDB, MySQL, Node.js, React.js, Ruby on Rails, sequelize

## SOCIAL MEDIA



**in** | [Linkedin.com/in/bryant-torres](https://www.linkedin.com/in/bryant-torres)

## WORK EXPERIENCE



2019  
-  
Present

### Support Technician

Applied Systems | University Park, IL

- Oversaw file system, storage and other digital asset upgrades while safeguarding data integrity and redundancy.
- Coached and mentored employees and offered constructive feedback for performance improvement.
- Monitored networks and network devices to resolve technical problems quickly.
- Resolved issues and escalated problems with knowledgeable support and quality service.

2018  
-  
2019

### Support Technician

Applied Systems | Tinley Park, IL

- Patched software and installed new versions to eliminate security problems and protect data.
- Broke down and evaluated user problems, using personal expertise and probing questions.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Troubleshoot and diagnosed problems to accurately resolve wide range of technical issues.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Provided on-call support for critical issues related to TAM & DORIS.
- Compiled and accurately entered data for each customer encounter to record in system.

2013  
-  
2017

### Pharmacy Technician

New York Presbyterian Cornell – Weill Center | East New York, NY

- **Customer Relations** - In-person or over telephone assistance in with placing orders, navigating systems and locating items.
- intravenous solutions, admixtures and respiratory drug preparation including miscellaneous solutions using aseptic techniques.
- Versatility involving pharmaceutical operations requiring commitment, accuracy, efficiency and quality service.
- Counted, measured, and compounded medications following standard procedures.
- Restocked automated medication dispensing equipment.
- Stocked, labeled and inventoried medication to keep accurate records.