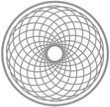
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| Bradley Snyder | Brownsburg, IN  812-249-7160  [bsnyder13@gmail.com](mailto:bsnyder13@gmail.com)  linkedin.com/in/brad-snyder-857076192 |  |

Professional Summary



Vision-driven change agent with exemplary record of technical support success for leading organizations

Proven talent for aligning business strategy and objectives with established technical support paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused team leader who champions innovative solutions to drive continuous improvement, mitigate project risks, analyze data, and provide key insights to inform strategic plans. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills for the modern technological landscape.

Core Competencies

|  |  |  |
| --- | --- | --- |
| * Tech Tools & Solutions * Customer Service & Satisfaction | * Project Coordination * Technical Analysis | * Security & Auditing * Leadership Abilities |

Professional Experience

Hospital Corporation of America, Terre Haute, IN, 2012 – Present

TECHNICAL ANALYST

* Deliver outstanding customer service by acting on needs and requests, in addition to troubleshooting issues and determining solutions.
* Educate customers by simplifying concepts in a way that empowers them and their performance.
* Serve as lead for a number of large company projects.
* Responsible for configuring and deploying hundreds of computers with the appropriate software I order to meet the needs of end users. Presently oversee the function of approximately 1000 computers, including hundreds of iPads and iPhones for nursing and engineering projects.
* Team effectively with Security to collect data and install security cameras for the facility.
* Cooperate with vendors to implement network-connected IV pump monitors to prevent over/under dosage. Also, prepare visual trackers for these monitors so data is easily seen by nursing staff in order to ensure patient safety.
* Accountable for the implementation of a facility-wide temperature-monitoring solution, which is able to check temperatures of refrigerators and heat cabinets, and create reports at desired frequencies. This was put in place for simple and accurate reporting to the Health Department.
* Enact troubleshooting for a range of software and hardware, and verify that it is working correctly.
* Determine if software configurations are correct, and work with the appropriate parties to resolve issues.
* Supervise badge security for restricted communications rooms. This includes leveraging Stanley/Lenel software to control access levels of badges to each RFID reader by time, day, and expiration date.
* Execute monthly security audits.
* Contribute actively to department meetings.

Menards, Inc., Terre Haute, IN, 2001 – 2012

DEPARTMENT ASSISTANT MANAGER

* Excelled in providing exceptional customer service, and routinely call on vendors to address customer needs.
* Fulfilled the direct supervision of both full-time and part-time employees
* Tasked with estimating materials for specific projects varying in size from small repairs to entire houses.
* Prepared daily paperwork for the department.
* Carried out payroll functions.
* Ascertained that company sales goals were achieved on a consistent basis.
* Oversaw duties in association with inventory coordination.
* Hosted departmental meetings on a regular basis.

Education and Credentials

Associate of Science in Cyber Security and Information Assurance, in progress

Ivy Tech Community College, Terre Haute, IN

Anticipated Graduation Date: December, 2021

Additional Information

Technical Proficiencies: Windows, Mac OS, servers, routers, LAN, wireless LAN, Microsoft Exchange, Active Directory, Microsoft Office Suite, Service Central/Service Now, Cisco VSOM

Interests: Brazilian Jiu Jitsu, Football, Hockey, MMA, Reading

References

Ross Puckett

Imaging Systems Administrator

HCA Capital Division

812-230-0943

Steven Dodson

Technical Analyst

Terre Haute Regional Hospital

765-592-1913

Curtis Stoffel

Security Administrator

Terre Haute Regional Hospital

812-240-2627