

# Bryan Solis

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## Bryan Solis

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<https://github.com/bsolis6878>

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## Summary

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Punctual and dedicated individual with hands on experience using many web development technologies thanks to completion of UTSA's Web Development Bootcamp, and experience being part of successful teams in IT service desk roles.

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## Education

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### Laredo College / AAS in Networking & Cyber Security

Class of 2019, West End Washington St.

- Hands-on experience with networking equipment such as switches and routers

### UTSA / Web Development Bootcamp

Completed December of 2022

- Rigorous course that taught all the ins and outs of web development and the myriad technologies used in today's programming world

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## Skills

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Hands-on experience with all of the following:

- HTML
- CSS
- Front-end & Back-end Javascript
- MERN stack
- MySQL using Sequelize
- Git and GitHub
- Third-party and server-side APIs
- Model-View-Controller (MVC) structure
- Leadership experience as a SME for the USAA IT Service Desk
- Strong problem solving abilities and excellent customer service thanks to IT troubleshooting background
- Knowledge of networking protocols and hardware thanks to Networking and Cybersecurity degree

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## Experience

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### **HCL/USAA / IT Service Desk SME**

June 2022 - Current

A promotion from my previous role due to excellent stats and collaborative efforts with my team and lead, I'm currently the Subject Matter Expert for the USAA service desk chat team. In this role I assist the team with approving escalations, provide assistance to those struggling on their chats/calls, and ensure everyone on the team is remaining productive and following proper procedures. I also work with the leads of our other teams to balance queues, coordinate on major incidents, and assist with NICE shrinkage and attendance.

### **HCL/USAA / IT Service Desk Chat Analyst**

AUG 2021 - June 2022

Originally hired as a voice agent, but due to excellent stats in pre-production moved over to privileged chat team right away. As a chat analyst, I'm tasked with handling 2 live chats at a time and resolving their issues using the Service Now ticketing system while providing excellent customer service and maintaining good handle time, first contact resolution, and a high daily total. In this role I handle issues such as using Active Directory to check assigned user groups and provide password changes to privileged accounts, use remote software to troubleshoot and resolve system errors in various banking, insurance, and Office applications, assist users with replacing broken hardware as well as setting up new equipment, using Putty to provide password changes to Unix servers, and troubleshooting virtual machines.

### **Transcom/Apple / iOS Technical Troubleshooting Agent**

JULY 2020 - OCT 2020

As a technical troubleshooting agent I was tasked with assisting customers in solving the various technical issues occurring with their iOS related devices (such as iPhones, iPads, and Apple Watches) while also providing great customer service.

### **City of Laredo IST Dept. / Intern**

SEPT 2019 - NOV 2019

As part of the LC curriculum, assigned a temporary internship with the City of Laredo IST Department. Mostly tasked with inventory and cloning of new equipment to be shipped out, and other minor software/hardware tasks such as configuring RAID on an ESXi database or replacing hard drives in faulty equipment.