

Brian Zhu

<https://bwzcode.github.io/>

EDUCATION:

Rochester Institute of Technology, Rochester, NY

B.S. in Computing and Information Technologies

Minor in Communications

Honors: *summa cum laude*

SKILLS:

- Programming (Python 3, MySQL, Java, HTML, CSS, PowerShell)
- Ticketing Systems (ServiceNow, Jitbit, Footprints)
- Operating Systems: Windows Client, Windows Server, MacOS, Linux
- Software: VS Code, Proxmox, Viewpoint Vista, Acronis Snap Deploy, VMWare Workstation
- Services: Active Directory Users & Computers, RIT CLAWS, Microsoft SCCM, Munki

CERTIFICATIONS:

- Dell TechDirect
- CCNA (In Progress)

EXPERIENCE:

Haugland Group LLC, Melville, NY

May 2021 – Present

Desktop Support Technician

- Performed physical and remote maintenance, repairs, and troubleshooting on company and personal devices.
- Traveled to job sites across the Tri-State area to provide technical support.
- Managed assets in Viewpoint inventory software to ensure accurate tracking of deployed equipment.
- Utilized Jitbit & Email to handle and track hundreds of customer inquiries.
- Automated post-image setup & inventory workflows with PowerShell scripts, reducing setup time by 25%.
- Developed and implemented a LAMP (Linux, Apache, MySQL, PHP) environment to efficiently manage and track dozens of printers.

RIT Information & Technology Services, Rochester, NY

October 2019 – December 2023

Desktop Support Tech Center - Senior Technician

August 2022 – December 2023

- Provided support to faculty, retirees, staff, and students for various devices.
- Generated and processed RMA Requests using Dell TechDirect.
- Coordinated and managed dozens of appointments per shift in ServiceNow to ensure efficient service.
- Managed up to 8 technicians on shift at a time.
- Trained new technicians on Tech Center policies and procedures.

Distributed Support - Assistant Systems Administrator

August 2021 – May 2022

- Provided support to faculty, and staff for department and lab equipment.
- Wiped, reimaged, and configured computers using Microsoft SCCM and Munki.
- Created & managed computer objects using Active Directory.
- Oversaw timely maintenance and replacement of computer lab equipment.

Service Desk - Representative

October 2019 – May 2021

- Provided Level 1 technical support to faculty, staff, students, and retirees.
- Acted as a phone operator, assisting, and redirecting callers with inquiries.
- Utilized ServiceNow & Footprints ticketing systems to handle and track customer requests.
- Created, managed, and deleted thousands of computer accounts in CLAWS.
- Accessed and contributed solutions to the Knowledge Base within ServiceNow.