Brian Zhu

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OBJECTIVE:

Seeking a position where I will implement and further develop my knowledge of systems administration, server administration and databases.

EDUCATION:

Rochester Institute of Technology, Rochester, NY   **GPA: 3.80**

Bachelor of Science in Computing and Information Technologies
Minor in Communications

SKILLS:

- Onsite / Remote Technical Support, Troubleshooting & Problem Solving
- Knowledge of Computer Hardware Systems & Concepts
- Programming (Python 3, MySQL, Java, HTML, CSS, PowerShell)
- Ticketing Systems (ServiceNow, Jitbit)
- Operating Systems: Windows Client, Windows Server, MacOS, Linux (RedHat & Debian)
- Software: BeyondTrust, GoToAssist, Acronis Snap Deploy
- Services: Active Directory Users & Computers, CLAWS, Microsoft SCCM

CERTIFICATIONS:

- Dell TechDirect
- CompTIA Security+ (In Progress)

EXPERIENCE:

Haugland Group LLC, Melville, NY   **May 2021 – Present**

Desktop Support Technician

- Provided Level 2 support to colleagues
- Performed physical maintenance, repairs, and troubleshooting on computers, tablets, printers, and phones
- Traveled to job sites across the Tri-State area to provide technical support
- Managed and updated inventory systems with new equipment
- Utilized Jitbit & Email to handle and track customer inquiries
- Optimized software installation workflow by developing scripts in PowerShell

RIT Information & Technology Services, Rochester, NY   **October 2019 – December 2023**

Desktop Support Tech Center - Senior Technician   *August 2022 – December 2023*

- Provided Level 2 support to faculty, staff, and students
- Created RMA Requests using Dell TechDirect
- Managed 5 – 8 technicians on shift at a time
- Trained new technicians on Tech Center policies & procedures
- Automated data backup workflows with scripts written in PowerShell & Bash

Distributed Support - Assistant Systems Administrator   *August 2021 – May 2022*

- Provided Level 2 support to faculty and staff
- Reimaged, erased, and configured computers using Microsoft SCCM
- Created & managed computer objects using Active Directory users & Computers
- Diagnosed & resolved hardware and software issues of desktops and laptops

Service Desk - Representative   *October 2019 – May 2021*
- Provided Level 1 support to faculty, staff, students, and retirees
- Acted as a phone operator, assisting, and redirecting callers with inquiries
- Utilized ServiceNow ticketing system to handle and track customer requests
- Created, managed, and deleted computer accounts
- Accessed and contributed solutions to the Knowledge Base within ServiceNow