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BRANDON DEATON

I.T. Specialist

Summary

Experienced customer support specialist with 5 years in providing exceptional service and solving mixed tier customer issues. Proficient in CRM software such as Keap, NetSuite, and Podium. Strong ability to manage client interactions to improve operational efficiency. Earned an associate's degree in software development paired with multiple software certificates with sights on CompTIA's A+. I am leveraging my technical skills and programming knowledge to transition into a Help Desk or Analyst role. I am very much eager to apply my problem-solving expertise, attention to detail, and passion for technology to support IT teams and enhance system security.

Skills

Languages

- C#
- Python
- SQL
- HTML | CSS
- JavaScript

Tools

- Chronicle
- NumPy
- Pandas
- Jira
- Splunk

OS

- Debian | Ubuntu
- Windows
- MacOS
- iOS | Android

Experience

Sales Support Specialist

Clearlight Infrared Saunas

- Identify customer needs and/or technical issues and perform escalation procedures.
- Utilize CRM software (Keap, NetSuite, Podium) to drive productivity in organizing leads.
- Developing strong communication and analysis skills by identifying root causes in sauna malfunctions.

Remote

May 2024 – Current

Software Development Tutor

College of Western Idaho

- Position offered through a recommendation by the 2nd year professor.
- Tutored a class of 19 students learn the fundamentals of C#/Windows Forms and web development using HTML5/CSS3.
- Skilled in collaborating with the teacher to find more effective ways to communicate concepts and code.

Nampa, ID

Jan. 2024 – May 2024

Freelance Web Developer

Clearlight Infrared Saunas

- Built an upload feature for users to submit their own measurements to the custom design team using JavaScript and HTML.
- Researched and implemented best practices for JavaScript development.
- Handled testing for the entire project.

Remote

Jan. 2023 – Jan. 2023

Branch Manager

Arlington, TX

Final Mile Solar

Sept. 2019 – Jan. 2022

- Provided exemplary customer and client satisfaction through open communication and safety-first services handling solar panel deliveries.
- Obtained comprehensive experience in managing, training, warehousing, communication, DEI.
- Skilled in field training, planning, coordinating, and executing all aspects of the delivery process.

Education

Practical Junior Penetration Tester

TCM Security

Certificate

Dec. 2024

- 20+ hours hands-on activity with VMs to assess, test, and report on controlled environments.
- Testing multiple vectors on my virtual Active Directory (1 Domain Controller; 2 PCs).
- Apply a wide array of investigation methodologies and leverage analysis tools to identify, analyze, and respond to several realistic attacks and incidents.

Google Cybersecurity

Coursera

Certificate

Sept. 2024

- Develop essential skills to protect devices, networks, and data using SIEM tools.
- Advance my knowledge in SQL, Python, and Linux using isolated environments.
- Learn to identify common threats, risks, and vulnerabilities and techniques to mitigate them.
- Understand of the importance of cybersecurity practices and their impact on organizations.

College of Western Idaho

Nampa, ID

A.A.S in Software Development | Summa Cum Laude

May 2024

- Client-Side Frameworks – Comprehensive application of client-side scripting tech and frameworks. Emphasis is placed on creating UI and connecting software components (ReactJS, VueJS, Vite, Svelte).
- Collaborative Development – Class introduction to formal test strategies, collaborative tools, and project management. Our capstone project was developed using modern scrum practices with Jira as our task and issue tracker. I played the role of UI/UX developer that served as the lead designer for page layouts.
- Advanced Web App Development – Exploring dynamic websites focusing on e-commerce and server-side scripting (SQL Server, SQLite3, and ASP.NET Core MVC).

Cherry Creek High School

Greenwood Village, CO

Diploma

May 2011

Additional Skills | Achievements

- Earned 3 certifications through College of Western Idaho via PearsonVUE – Certiport. Python, SQL databases, and HTML5 application development.
- Advanced proficiency in operating Windows, Linux command line, WSL, virtual machines, MacOS, and iOS.
- Threats, risks, and vulnerabilities.
- Incident response.
- Security frameworks and controls.
- SIEM tools.