






# BRANDON DEATON

## InfoSec Analyst

-  (702) 480-1592
-  deatonbrandon.bd@gmail.com
-  Coeur D'Alene, ID
-  <https://enjoyi.vercel.app>
-  <https://linkedin.com/in/brandondeaton1993>

### Summary

Experienced customer support specialist with 5 years in providing exceptional service and solving mixed tier customer issues. Proficient in CRM software, including Keap, NetSuite, and Podium, with a strong ability to manage client interactions and improve operational efficiency. Armed with an associate’s degree in software development, I am leveraging my technical skills and programming knowledge to transition into a Help Desk or Analyst role. Eager to apply my problem-solving expertise, attention to detail, and passion for technology to support IT teams and enhance system security.

### Skills

Languages	Tools	OS
◆ C#	◆ Chronicle	◆ Debian   Ubuntu
◆ Python	◆ NumPy	◆ Windows
◆ SQL	◆ Pandas	◆ MacOS
◆ HTML   CSS	◆ Jira	◆ iOS   Android
◆ JavaScript	◆ Splunk	

### Experience

<b>Sales Support Specialist</b> Clearlight Infrared Saunas	<b>Remote</b> May 2024 – Current
<ul style="list-style-type: none"><li>◆ Troubleshoot tier 1 customer/technical issues and perform escalation procedures.</li><li>◆ Utilize CRM software (Keap, NetSuite, Podium) to drive productivity in assigning + organizing leads</li><li>◆ Develop strong communication skills with a customer-centric approach.</li></ul>	
<b>Software Development Tutor</b> College of Western Idaho	<b>Nampa, ID</b> Jan. 2024 – May 2024
<ul style="list-style-type: none"><li>◆ Position offered through a recommendation by the 2<sup>nd</sup> year professor.</li><li>◆ Tutored a class of 19 students learn the fundamentals of C#/Windows Forms and web development using HTML5/CSS3.</li><li>◆ Skilled in collaborating with the teacher to find more effective ways to communicate concepts and code.</li></ul>	
<b>Web Designer</b> MindHome	<b>Remote</b> May 2023 – Aug. 2023
<ul style="list-style-type: none"><li>◆ Collaborated with a team of 3 to create web layouts and creative designs through Figma and transferred to builder.io (standard HTML).</li><li>◆ Acquired methodical experience in the agile development cycle.</li><li>◆ Developed skill and knowledge in designing two core web pages, ‘Service Home’ and ‘Smart Home’, hosted on the official site: mindhome.co.</li></ul>	
<b>Freelance Web Developer</b> Clearlight Infrared Saunas	<b>Remote</b> Jan. 2023 – Jan. 2023
<ul style="list-style-type: none"><li>◆ Built an upload feature for users to submit their own measurements to the custom design team using JavaScript and HTML.</li><li>◆ Researched and implemented best practices for JavaScript development.</li><li>◆ Handled testing for the entire project and guaranteed 100% functionality.</li></ul>	

## Branch Manager

Final Mile Solar

Arlington, TX

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

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### Practical Junior Penetration Tester

Certificate

TCM Security

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

Certificate

Coursera

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

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

Nampa, ID

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 (Jira – project mgmt., ASP.NET MVC, SQL Server). I played the role of UI/UX developer that served as the color palette and layout standard designer.
- ◆ 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

Diploma

Greenwood Village, CO

May 2011

## Additional Skills | Achievements

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- ◆ 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
- ◆ Problem-solving
- ◆ Discipline
- ◆ Adaptability
- ◆ Team player