BRANDON DEATON
I.T. Specialist

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Summary

Analytical customer support specialist aspiring to become a help desk and entry level I.T. specialist. Proficient in troubleshooting hardware/software issues, managing help desk operations, and leveraging CRM tools like NetSuite, Podium, and Jira. Strong ability to manage client interactions to improve operational efficiency. Adept at problem-solving, system analysis, and providing end-user support across Windows, Linux, and macOS environments. Currently pursuing CompTIA's A+ to further enhance technical expertise.

Skills

Programming/Scripting	Tools/Platforms	Operating Systems
• C#	• Chronicle	• Linux (Debian, Ubuntu)
• Python	• NumPy	• Windows
• SQL	• Pandas	• MacOS
• HTML | CSS	• Jira	• iOS | Android
• JavaScript	• Splunk	

Experience

Sales Support Specialist
Clearlight Infrared Saunas

Remote
May 2024 – Current

- Diagnose and troubleshoot software/hardware issues for customers, escalating complex problems per IT protocols.
- Utilize CRM software (Keap, NetSuite, Podium) to increase productivity.
- Analyze customer calls to identify root causes of technical issues, improving first-call resolution rates.

Software Development Tutor
College of Western Idaho

Nampa, ID
Jan. 2024 – May 2024

- Position offered through a recommendation by the 2nd year professor.
- Tutored a class of 19 students in 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.

Freelance Web Developer
Clearlight Infrared Saunas

Remote
Jan. 2023 – Jan. 2023

- 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.

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.

References

References available upon request.