

Brandon Swanson

Passionate about the technology that moves us forward and aiding users in its optimal operation while displaying excellence in professionalism and team skills.

EMPLOYMENT

2017 - 2018

INFORMATION TECHNOLOGY INTERN – South Seneca Central School District

- Identified and corrected performance issues.
- Oversaw the daily performance of computer systems.
- Ensured proper installation of cables, operating systems and software.
- Trained users in the proper use of hardware or software.

JULY 2019 - PRESENT

COMPUTER SUPPORT SPECIALIST – South Seneca Central School District

- Lessened department spending by making upgrade recommendations.
- Significantly decreased support ticket response and resolution time.
- Created concise, easy to understand documentation for easy replication.
- Maintained accurate repository of inventory records.
- Increased useful life of hardware through various repair methods.
- Developed and maintained good rapport with staff and students.

EDUCATION

JUNE 2018

HIGH SCHOOL DIPLOMA – South Seneca Central School District

- Regents Diploma with Advanced Designation

ACTIVITIES

- Provided remote and on-site support to clients facing a variety of complex situations.
- Ability to maintain consistent productivity and reassure clients while working from remote locations during an uncertain pandemic environment.
- Established Top Rated seller status on eBay with over 400 sales and 0.49% defective rate.
- Created lasting bonds with customers through independent contracting of Information Technology services.