

BrandonSwanson

Computer Technician seeking an IT position supporting end users with exceptional customer service 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

- NETWORK SYSTEMS SUPPORT AIDE** – 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.

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.
Created a LAN consisting of access points and switches to satisfy home network use.
Provided music entertainment services as a member of High School Radio Club.
Established Top Rated seller status on eBay with over 400 sales and 0.49% defective rate.