Kristopher Brooks

CompTIA Security+ Certified IT Professional

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Certified IT professional with expertise in Power BI dashboard development, software engineering, and IT operations. Proven success in transforming raw data into actionable insights through dynamic reports and visualizations. Skilled at automating processes, improving system onboarding, and driving data-informed decision-making. Combining 2+ years of IT experience with 5+ years in sales enables a strong ability to translate technical expertise into business value.

Skills

Tools: Power BI (DAX, data modeling, visualization), Power Automate, SharePoint, ServiceNow, .NET Core, Django, GitHub, FileZilla, Microsoft Azure, Digital Ocean, SQL Server, Eclipse, VS Code

Development: HTML/CSS, Tailwind CSS, JavaScript, React.js, React Native, TypeScript, Python, Java, C#, Selenium, Docker, Jenkins

Support: Help Desk, SOP Creation, Issue Resolution, User Guide Development, Cloud Deployment

Major Projects

e2875 Power BI Dashboard (2024)

Developed and deployed an enterprise-level dashboard to address reporting gaps within the program. Leveraged the Power Platform (Power Automate, SharePoint, and SQL) to eliminate manual data processes and enable strategic, data-driven decision-making across three key reporting areas:

- **Requests Report:**

  Highlighted by a 12-month rolling trend visualization that uses SQL queries to showcase request volume. Integrated filters allow for detailed metrics based on location, organization, request type, and time range, supporting leadership in identifying demand patterns and platform growth.

- **Systems Report:**

  Consolidated legacy spreadsheets into a real-time SharePoint list improving team efficiency. Enabled environment tracking (Testing / Production) and visibility into monthly system transitions to production, creating a centralized source of truth for system inventory.

- **Support Report:**

  Automated monthly ServiceNow ticket exports using Power Automate and SharePoint. Designed visuals to analyze ticket volume, resolution codes, and common issues, supporting informed documentation strategies and operational improvements.

Professional Experience

**10/2023 -
10/2025**

Base Administrator
DiversiTech Solutions LLC, Warner Robins, GA

- Led development of the e2875 Power BI dashboard to track requests volume, system transitions, and support metrics for leadership decision-making.

- Developed a custom onboarding form using ServiceNow App Engine Studio to replace manual intake processes. Implementing structured fields, validation logic, and workflow routing to standardize system onboarding.

- Designed and implemented ~25 different help desk reports via ServiceNow, enhancing response times and providing critical insights into system issues.

- Served as Process Owner for key ServiceNow team Catalog Item, overseeing lifecycle management, form configuration, approvals, and fulfillment logic.

- Facilitated the onboarding of ~150 new systems to the platform increasing client base by roughly 65%.

- Rejuvenated and maintained the team's customer-facing SharePoint site by restructuring content architecture and navigation, leading to improved product visibility and accessibility.

- Served as team site lead for all new hire training, providing necessary skills and knowledge needed for success, team integration, and high performance.

- Resolved nearly 95% of customer issues through efficient help desk support, delivering exceptional service within a 2-hour response SLA.

- Developed SQL queries to analyze and troubleshoot customer issues, enhancing system diagnostics and resolution efficiency.

**12/2022 -
10/2023**

Publicity Chair / Co-IT Coordinator
NSLS, National Society of Leadership and Success, Macon, GA

- Partnered with professors, student organizations, and campus departments to promote NSLS events and initiatives.

- Modernized chapter's digital presence by designing updated graphics on social media resulting in a 10% increase in membership.

- Automated social media posts for weekly engagement resulting in 100% increase in efficiency.

**01/2021 -
04/2021**

Customer Retention Agent
GEICO, Government Employees Insurance, Macon, GA

- Followed through on all critical inter-departmental escalations, maintaining customer satisfaction rates above 95%.

- Increased call availability, handling 30 retention calls weekly to existing and new customers, driving customer satisfaction results, and improving retention rates.

01/2016 - 04/2021

Insurance Sales Agent

GEICO, Government Employees Insurance, Macon, GA

- Researched insurance packages and investment options to establish market baselines, enhancing sales strategy and increasing overall closure to ~60%.
- Customized insurance programs for 10+ clients daily, contributing to a 2% increase in policy retention and satisfaction.
- Orchestrated weekly meetings to strategize with colleagues, driving sales goals.
- Cultivated relationships with over 100 potential clients weekly; identified customer needs and matched appropriate insurance coverage plans, achieving recognition as one of the top sales agents in the company.

Educational Experience

08/2023 - 12/2024

Master of Science: Information Technology – Software Design & Development

Middle Georgia State University - Macon, Ga

01/2022 - 07/2023

Bachelor of Science: Information Technology – Software Engineering

Middle Georgia State University - Macon, Ga

03/2021 - 10/2021

Associate of Science: Computer Science

Georgia Military College - Milledgeville, Ga

01/2018 - 03/2021

Associate of Science: Business Administration

Georgia Military College - Milledgeville, Ga

Certifications

02/2025	CompTIA Security+
01/2025	Foundational C# with Microsoft
07/2024	Microsoft Certified: Azure Fundamentals
06/2023	Scientific Computing with Python – freeCodeCamp
04/2023	Learn Intermediate Python 3 Course – Codecademy
04/2023	Learn Python 3 Course – Codecademy
11/2022	Foundations of Leadership – National Society of Leadership and Success
07/2022	TestOut Security Pro