Brady J. Walsh

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SUMMARY

A self-motivated and organized professional with over 7 years' experience providing thorough and skillful technical support for a medium-scale agency. Creative problem solver with the ability to think outside the box and effectively resolve technical challenges. Uniquely able to learn new skills and quickly adapt to the ever-changing IT industry.

PROFESSIONAL EXPERIENCE

MASSACHUSETTS HEALTH CONNECTOR, Boston, MA, 2010 – Current

IT Support Specialist – Reported to IT Process Manager, was responsible for providing desktop, network, voice and application support to Connector staff, as well as testing any new software builds and/or new technology that the Connector is working with. Prior to 2011 was an IT intern with similar responsibilities.

- Tier one desktop support for Connector staff
    - MS Office 2010 Suite support
    - Network Connectivity Issues
    - Hardware/Software troubleshooting
    - Phone Issues
- Assist in the management of IT hardware and software assets, including software patch management
- Assist in testing CCA software builds
- Responsible for documenting IT policies, procedures, and protocols
- Managed and secured server instances

SKILLS

Technology

- Development Languages: C, C++, Java, Python, Ruby, Javascript, PHP, Visual Basic, Regex, SQL, Golang
- Web Languages: HTML, CSS3, SASS, Coffee Script, React, Angular 1 & 2, Bootstrap, JQuery, TypeScript
- Web Frameworks: Ruby on Rails, NodeJS, LAMP Stack, MEAN Stack, Sinatra, BackboneJS, Jekyll
- Code Version Control: Git, GitHub, Bitbucket, Subversion
- Middleware and Databases: MySQL, SQL Server, SQLite, MariaDB, MongoDB, PostgreSQL, MS Access, SQL Management Studio, PHP MyAdmin, DB Browser, SQL Developer
- Scripting Languages: Bash, Batch, Powershell, VB Script
- Office Software: MS Word, Excel, PowerPoint, Visio, OneNote, Project
- Operating Systems: Windows (2000, XP, Vista, 7, 8, 10), Ubuntu, CentOS, RHEL, Raspbian, Mac OSX, Andriod, Apple IOS, VMware ESXi, FreeBSD
- Backup & Disaster Recovery: DoubleTake, Acronis, Carbon, Veeam, Barracuda, CloudBerry
- Networking Equipment: Cisco, TP-Link, Linksys, HP ProLiant Servers, SonicWall, Dell Servers
- Cloud Technologies: AWS, Azure, Heroku, Cloud 9, Firebase
- IT Governance: ITIL, COBIT
- Virtualization: VMware, VirtualBox, OpenStack

EDUCATION

Wentworth Institute of Technology, Boston, MA, 2014 - 2018
- Bachelor of Science in Computer Networking, minor in Computer Science
- Computer Networking, Web architecture, Databases, Security, Programming

Bunker Hill Community College, Cambridge, MA, 2010 - 2013
- Associates in Computer Science
- Network Administration, Cisco systems

INTERESTS

Security, Raspberry PI, Web Development, Traveling, Language Learning, and Cooking