

BRYAN BARBER JR (773) 885-0233 | bryanbarber27@gmail.com |
[linkedin.com/in/bryan-barber](https://www.linkedin.com/in/bryan-barber)

SUMMARY

Highly motivated and detail-oriented aspiring IT professional with a solid foundation in technical troubleshooting, task management, and team collaboration. Proven ability to diagnose and resolve technical issues, coupled with hands-on experience in hardware and software support. Eager to apply my growing technical skills and dedication to contribute to a dynamic IT team and support organizational growth and innovation. Currently pursuing a Bachelor of Science in Computer Science, complemented by industry-recognized certifications.

EDUCATION

Harold Washington College | Chicago, IL Bachelor of Science: Computer Science | Expected Graduation: May 2028

- Relevant coursework includes: Software Development & Testing, Mathematical Modeling, Data Analysis, Security Protocols, Algorithms, Computational Theory.

CERTIFICATIONS

- CompTIA A+
- CompTIA Linux+ (Including 10 CEU/CPE)
- CompTIA Network+
- Udemy E-learning Certifications
- NexGenT E-learning - CompTIA
- Cybrary E-learning - CompTIA A+

TECHNICAL SKILLS

- **IT Support:** Desktop Support, Remote Support, Hardware Maintenance & Upgrades, Software Installation & Updates, Application Troubleshooting, Mobile Device Troubleshooting, Windows 10 Support, Active Directory, Zendesk
- **Operating Systems:** Windows (7, 8, 10), Linux
- **Hardware:** Printers, Scanners, Network Devices, End-User Peripherals
- **Other:** Computer Backup Management, Ticketing Systems, Customer Service (Telephone & In-Person)

PROFESSIONAL EXPERIENCE

Chicago Public Schools | Chicago, IL Custodial Worker | 05/2022 - Current

- Efficiently executed all assigned cleaning and maintenance tasks, consistently adhering to CPS standards and contributing to a safe and functional environment.
- Proactively participated in training on new procedures, safety protocols, and equipment, demonstrating a commitment to continuous learning and process improvement.
- Utilized ticketing systems to respond to and resolve maintenance requests from administrators, engineering, and teachers, ensuring timely solutions with minimal disruption.
- Collaborated effectively with team members on daily tasks and larger school-wide maintenance projects, fostering a positive and productive work environment.

PCM IT Solutions and Services | Chicago, IL Desktop Support Technician | 12/2018 - 02/2019

- Provided on-site troubleshooting, repair, and maintenance for HP multi-function and single-function printers at Chase Tower and Citadel, minimizing downtime for critical business operations.
- Diagnosed and resolved complex desktop hardware and software issues for end-users through both on-site and remote support, ensuring high levels of user productivity.
- Installed, configured, tested, and maintained end-user and network hardware, peripherals, printing/scanning devices, presentation equipment, and software, adhering to established service level agreements.
- Maintained a strong focus on customer satisfaction by adhering to company standards for communication, response time, and efficient resolution of technical challenges.
- Accurately managed and inventoried spare parts and support equipment, ensuring availability for timely repairs.

Avanade | Chicago, IL I.T. Support Analyst | 01/2017 - 07/2018

- Delivered comprehensive IT support to end-users across Accenture and Avanade infrastructure, resolving a wide range of hardware and software issues.
- Effectively communicated with clients and computer users to diagnose technical problems and implement appropriate solutions, ensuring clear and concise explanations.
- Empowered end-users by providing clear guidance and support to resolve their own technical challenges, promoting self-sufficiency and reducing support requests.
- Represented Avanade ITS in the region, contributing to increased customer satisfaction through proactive communication, training, and regular status updates.
- Performed hardware repairs and component replacements, ensuring the efficient operation of end-user devices.

Forte Knowledge | Chicago, IL Software Quality Assurance Tester | 02/2015 - 01/2020

- Designed, developed, and executed manual software test plans to systematically identify and document software defects, contributing to the delivery of high-quality software.
- Collaborated closely with QA Engineers to develop effective testing strategies and create comprehensive test plans, ensuring thorough test coverage.
- Maintained accurate and up-to-date records of identified defects in bug tracking databases, facilitating efficient issue resolution by the development team.
- Utilized debugging programs to investigate and provide valuable information to assist in the resolution of software defects.
- Gained practical experience throughout the software testing lifecycle, including test case creation, test execution, and detailed bug reporting.

I.C. stars Alum | Chicago, IL Quality Assurance Tester (Q.A.) | 10/201 - 03/2015

- Completed over 1,000 hours of intensive project-based technology and leadership training, demonstrating a strong commitment to professional development.
- Contributed to the development of an 8-page proposal in response to an RFP for Seyfarth & Shaw LLP, showcasing teamwork and communication skills.
- Served as a Quality Assurance Tester for a mobile voting application, conducting over 400 hours of manual testing and rigorously analyzing test results to ensure application quality.
- Meticulously documented all testing phases and accurately reported bugs and errors to the development team, ensuring clear communication of issues.
- Created comprehensive documentation throughout the testing lifecycle, contributing to a well-defined and transparent testing process.