**BRANT RAY**

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**Information Technology**

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A motivated and highly-skilled IT graduate, who is keen on applying academic foundation and practical experience to real-world issues. Accustomed to providing integral technical support and troubleshooting issues related to hardware and software, installation and setup, configurations and repair.

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|  | **Key Skills** |  |
|  Customer Service & Support |  Inventory Management  | Business Process Improvement |
|  Information Systems |  Network and Systems Security  | Database Management |
|  Team and Project Leadership |  Research and Development  | Hardware/Software Maintenance |
|  | **Education History** |  |

MyComputerCareer – *Indianapolis, IN*

Studied at MCC using a variety of detailed in class methods led by industry professionals. Completed extensive video training sessions explaining multiple IT related subjects. Participated in hands on class projects such as deconstructing/constructing a PC, virtual machine creation and maintenance, and system administration through imaging, patching, and basic security fundamentals.

Certifications: **CompTIA A+** (901-902), **MTA Security** (98-367), **MTA Mobility and Device Fundamentals** (98-368) **Server+** (SK0-004), **Linux Essentials** (010-610), **MTA Networking Fundamentals** (98-366)

**Professional Profile**

**Technical Support |** INDIANA UNIVERSITY/ IU HOSPITALS, *Bloomington, IN* July 2019 - current

* Respond to users via phone, email, chat, and in person while maintaining a detailed ticketing database of said users
* Guide users through various troubleshooting steps for a variety of computer related issues, both internal and external
* Maintain groups and permissions using Active Directory tools

**Windows 10 Refresh Team |** ST. VINCENT ASCENSION CONTRACT, *Bedford/Salem, IN* May 2019 - June 2019

* Maintained, documented, and inventoried a large number of desktops/laptops in a large, active and live environment
* Worked with clients to schedule and prepare computers for imaging and file transfers
* Minor troubleshooting, set up and deconstruction of multiple pieces of hospital equipment/ computer systems

**Surveillance Guard |** SECURITAS, *Indianapolis, IN* Feb 2018 – May 2019

* Survey locations and note any suspicious behavior
* Use handheld device and phone to monitor surveillance equipment and check points
* Routinely write reports using electronic database for auditing purposes

**Licensed Health/Life Insurance |** BANKERS LIFE & COLONIAL PENN,*Fort Wayne, IN* Oct 2017 – Feb 2018

* Maintained relationships with current clients and created relationships with new clients
* Documented and maintained client demographics in Bankers Life database
* Assisted clients with required documentation preparation in their homes as needed

**Manufacturing Associate** | EATON CORPORATION,*Van Wert, OH* May 2017 – Sep 2017

* Was responsible for driving lead indicators within a highly technical assembly cell.
* Execute work order management within the ERP system (MFGPro)
* Assembled, measured and tested hose assemblies

**Licensed Insurance Agent |** BLOOM INSURANCE AGENCY,*Bloomington, IN* Nov 2015 – May 2017

* Represented high profile clients with new applications, submitted premiums of over $6 million. Established premium billing schedules and processed payments with client requirements
* Maintained and operated a Help Desk and video training system for training thousands of sales agents all over the US
* Participated in call center Quality Reviews to promote effectiveness, information accuracy and overall customer service

**Quality Control Associate |** BAXTER PHARMACUETICALS,*Bloomington, IN* Jun 2014 – Nov 2015

* Documented departmental performance at established intervals for effective scheduling and planning
* Performed product inspections according to standard operating procedures and safety measures
* Completed start-up procedures and daily departmental 5s duties