



TREVOR BRUCE

CURRENT WEB
DEV STUDENT

SAVVY, ENERGETIC &
DRIVEN TEAM PLAYER

IT Support Specialist currently learning Full Stack Web Development. Experienced in successful troubleshooting and terrific interpersonal skills in resolving issues for end user's in an efficient manner. Possesses thorough knowledge of computer hardware and software applications. Proven ability to adapt to changing trends and a strong dedication to continue learning emerging technologies.



/ CONTACT DETAILS

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/ WORK EXPERIENCE

>> Software Support Specialist

Sentinel Systems - Denver, CO
February 2021 - May 2021

- *Provide support to users of our software in a timely and efficient manner using an incoming ticketing system.
- *Address a wide range of customer issues relating to the performance and usage of our self-storage software.
- *Perform installs and upgrades for our customers.

>> IT Manager

Flatirons Subaru - Boulder, CO
February 2015 - January 2020

- *Implemented and oversaw a system for managing over 100 end devices (PC's, smartphones, printers, etc.) in a high volume work environment.
- *Mitigated spam e-mail through the implementation of Barracuda Networks E-Mail Security.
- *Installed and managed VoIP phone system across multiple departments and end users.
- *Integral in deploying and educating employees across multiple departments on new DMS software to increase productivity and work flow.
- *Diagnose and resolve various hardware and network issues for end users, patiently and in a timely manner.
- *Proven ability to work with team members from all departments within the company to increase communication and productivity amongst departments.

/ EDUCATION HISTORY

>> Denver University Full Stack Coding Bootcamp

Front End & Back End Web Development
Currently Attending

Learning web development through an intensive 6 month bootcamp program.

>> State University of New York at Brockport

Bachelor of Science in Media Productions/Film Studies
January 2010 - December 2013

/ COMPETENCIES

CSS
HTML
Javascript
React
VoIP
Network
Administration
SQL
Zendesk
Premiere Pro
Photoshop