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# BEAUMONT BRYANT

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## Skills Profile

- Honorably Discharged U.S. Navy Veteran (2016-2020)
- Full-Time Student with 70 Credit Hours Completed at Southern New Hampshire University (B.S. Computer Science)
- Strong Self-Management Experience
- Proven Leadership
- Demonstrated ability to work together with customers, users, colleagues, and vendors in a pleasant, enthusiastic manner
- Excellent communication skills: capable of effectively interacting with individuals at all levels, both verbally and in writing
- Adaptable to changing circumstances and able to manage time effectively
- Meticulous in completing tasks on time and seeing them through to completion
- Skilled in analyzing and solving problems with attention to detail
- Performance of In-Person and Remote responsibilities
- Ability to Understand customer's needs and provide them with appropriate technological tools for their individual/respective job
- Extensive Computer and Network Management Experience
- Understanding of On-Premises and Cloud based management solutions
- Expertise in Windows, Mac, and Linux Operating Systems
- Solid Foundation in Microsoft, both Cloud and On-Prem: Active Directory, Azure, Exchange, Teams, Entra, Office
- Possesses in-depth technical knowledge of desktop hardware and components
- Proficiency in C/C++, Python, SQL, and Powershell

## **Sterling Infrastructure, Inc.**

### **ITSolutions Lead Technician**

**Frederick, Colorado**

***March 2024 - Present***

- Lead and supported a Team of 9 Help Desk Technicians, providing daily guidance and mentorship
- Trained new team members on procedures, tools, and best practices to ensure smooth onboarding and consistent performance
- Acted as the primary escalation point for complex technical issues, delivering timely solutions and coaching team members through resolutions
- Fostered a collaborative team environment by answering questions, offering feedback, and encouraging continuous learning
- Maintained Imaging Servers and Imaging Templates
- Participated in multiple company acquisitions, in which we migrated users and data
- Initiation and completion of multiple projects to increase productivity, cost savings, and company growth. Including:
  - BookStack: New open-source documentation system, using a linux server which I helped create and maintain
  - Trimble Business Center License Structure: moved from an on-premises to cloud based structure for three companies and dozens of users
  - Teams Phone Migration: switching our help desk line from Ivanti's IVR to a Teams Auto-Attendant/Call Queue
- Started a HomeLab to perfect skills and grow in new ones. (My own Microsoft 365 Exchange, Wordpress sites, Ubiquity networking equipment)
- Constantly volunteering for new work, in order to learn and try new things
- Wrote and published countless knowledge base articles to address regular issues and break-fixes
- Continually meeting and exceeding expectations

## **ITsolutions Specialist**

**Draper, Utah**

***March 2023 - March 2024***

- Displayed a firm grasp of IT and help desk processes and policies, ensuring compliance and adherence in all activities, including troubleshooting technical issues and resolving tickets promptly
- Acted independently with no need for active management, exercising sound judgment in prioritizing tasks
- Demonstrated ability to collaborate well with other departments to meet service level agreements
- Expertise in Windows OS and Microsoft Administration (Exchange, Active Directory, Teams, etc.)
- Mobile Device Administration
- Conducted Imaging of Hundreds of PC's
- Adept at Troubleshooting (PC's, Printers, Mobile Devices, VPN, Citrix Workspace)
- Configuring (AP's, XR's, Switches, Printers, Mobile Phones)
- Traveling as needed to Facilitate smooth IT Operations

## **ITsolutions Intern**

**Frederick, Colorado**

***February 2022 - March 2023***

- Adapted Quickly to New Tools and Workflows
- Converted a short term internship into a full-time role, through consistent performance and initiative
- Gained recognition from leadership for quality of work and professionalism
- Took on responsibilities that were beyond the scope of the internship and contributed to the success of the company
- Perfected the fundamentals of IT and troubleshooting