



# TROY BROWN

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A creative and resourceful recent graduate with experience across a broad range of systems and environments in addition to a versatile educational background. Seeking opportunities to further utilize my customer service skills, technical knowhow, and determined problem solving skill set in a software or IT related role that provides opportunity for further development and growth.

## TECHNICAL SKILLS

**Operating Systems:** Windows, MacOS, Android, iOS

**Software:** MS Office, Adobe Creative Suite, Wireshark, Active Directory, ServiceNow, Remedy

**Hardware:** PCs, printers, mobile phones, ATMs, cable runs and termination(RJ45 and coax), switches, routers, WLCs, APs, VPN gateways

**Languages:** Java, HTML, JS, CSS, VisualBasic, C#, shell script

## WORK EXPERIENCE

### Entitlement Manager

*April 2020 - Current*

SAIC

Augusta, GA

- ◆ Provide desktop technical support with enterprise applications such as office products and remote tools for military personnel using both self knowledge and provided technical knowledge base.
- ◆ Worked with high ranking officials in the management of non-personnel and personnel account ranging from distributed mailing list creations and AD account upgrades.
- ◆ Documented and managed request/issue tickets using ServiceNow and Remedy.

### System Administrator Apprentice

*March 2020*

SAIC

Augusta, GA

- ◆ Acted on behalf of SAIC assisting Unisys employees transition to SAIC accounts after a company acquisition took place.
- ◆ Tasked with helping employees set up multifactor authentication for user logins using OTP, QR codes, and usb security keys.
- ◆ Took on additional responsibilities in the midst of the covid-19 pandemic to help resolve remote ITO issues for both SAIC employees and their serviced clients using ServiceNow ticket management system.

### Service Technician

*March 2018 - June 2019*

LIGHTSPEED DATALINKS

Columbus, GA

Hired as the 7th service technician at a small local wired and wireless networking solutions company. Despite the small company size, the number and variety of clients we serviced were anything but. Clients included local county jails, schools, hotels, dealerships, and banks.

Key Contributions:

- ◆ Oversaw roughly 300 Office365 accounts. Developed a semi-automated spreadsheet that totaled the billing for clients based on the number and type of Office365 licenses they used through us.
- ◆ Served as the designated technician for all medium to low level Synovus Bank tickets in the southwest region(AL,GA,FL,TN,SC). From workstation installations to ATM troubleshooting and networking equipment installations. This meant acting as a liaison, coordinating efforts of Synovus Corporate with local branches, ISPs, ATM vendors, and contractors.
- ◆ Took incoming helpdesk calls from clients, thoroughly documenting them in tickets, and troubleshooted the issue with them via phone, remote access, and in person. Additionally, I was apart of a weekly rotating 24/7 on-call system for all of our clients in case issues were had after hours.

## EDUCATION

### Bachelor of Science in Computer Science

GEORGIA SOUTHERN UNIVERSITY

*December 2017*

Statesboro, GA