

Brannon Breau

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SUMMARY

- Detail oriented with great verbal skills and written communication.
- Great problem-solving skills with outstanding customer service.
- Able to multitask with strong time management skills.

EDUCATION

Palm Beach State College, Lake Worth, Florida - April 2013 - December 2014
Associate in Science Degree, Network Administration

CERTIFICATIONS

- Certified CompTIA A+ - 2015
- Certified CompTIA Network+ - 2017
- ServiceNow Certified System Administrator – 2018
- ServiceNow Certified System Administrator: Madrid Delta – 2019
- ServiceNow Micro-Certification - Flow Designer – 2019
- ServiceNow Certified System Administrator: New York Delta - 2019

EXPERIENCE

Morgan & Morgan PA – Orlando Florida | 2015 – Present

ServiceNow Administrator: January 2018 – Present

- Manages and resolves incidents against ServiceNow applications.
- Performs routine maintenance to include performance monitoring and error identification/remediation.
- Manage Update Set creation and migration.
- Schedules and verifies instance clones.
- Lead ServiceNow upgrade planning and execution.
- Manage Instance Security, User/Group Access/Access Control Lists.
- Estimate, prioritize, plan, and coordinates testing activities.
- Implemented auto assignment functions for the tier I and tier II queues.
- Built email notification that send survey results to the team leads on survey completion.
- Collaborate with partners to implement special projects.
- Setup the service portal for Incident submission.
- Maintain the Adaxes server.
- Development of the ServiceNow platform.

Help Desk Team Lead: September 2017 – January 2018

- In charge of the implantation and development of the ServiceNow platform for the firm.
- Help manage 30 tier I and tier II help desk agents.

- Solve issues escalated from the Tier I and Tier II helpdesk agents.
- Develop and maintain various knowledge bases and articles.
- Other projects at the request of management.
- Help create and maintain desktop images for use in 16 production pools.
- VMWare View Admin for pool management that.
- Instruct and coach helpdesk agents to help them learn and grow.
- Assist the Systems and Security teams as needed.
- Help solve hardware, network, and software issues in an environment that has ~2700 users.
- Assist in server deployment.
- Utilize Active Directory, MS exchange, VMware, and Polycom.
- Troubleshoot Client Profiles, Copitrak, Adaxes and various other systems as needed.
- Find software to improve productivity.

Tier II Help Desk Agent: February 2017 – September 2017

- Solve issues escalated from the Tier I Service Desk agents.
- Developed and maintained various knowledge bases and articles.
- Help solve hardware, network, and software issues in an environment that has ~2700 users.
- Utilize Active Directory, MS exchange, VMware, and Polycom.
- Troubleshoot Client Profiles, Copitrak, Adaxes and various other systems as needed.

Tier I Help Desk Agent: September 2015 – February 2017

- Developed and maintained various knowledge bases and articles.
- Help solve hardware, network, and software issues in an environment that has ~2700 users.
- Utilize Active Directory, MS exchange, VMware, and Polycom.
- Troubleshoot Client Profiles, Copitrak, Adaxes and various other systems as needed.

Office Depot – Boca Raton, Florida | 2004 – 2013

Project Specialist: January 2006 - April 2013

- Ensured compliance with Office Depot sales floor and receiving standards by executing all related standard operating procedures.
- Ensured proper installation of all technology, loss prevention, fixture, construction, and inventory components by following all related memo's, store maps, and manager direction.
- Trained, coached, and mentored associates and 3rd party vendors in Office Depot operational expectations as it relates to the Office Depot brand.
- Quickly and efficiently addressed customer needs by providing solutions to their issues.
- Lead by example by acting as a role model for precise execution of Office Depot standards.
- Held project associates accountable to delivering a new store, relocation, remodel, and/or special project to prototypical standards.
- Analyzed and troubleshoot software and computer peripherals.
- Addressed issues quickly and efficiently.
- Demonstrated attention to accuracy on all duties and responsibilities.

Technology Depot Manager: March 2005 - January 2006

- Responsible for growing total sales and services of the technology department.
- Responsible for customer satisfaction, community outreach, and in-store events for small and medium businesses.
- Partnered with the management team in driving a memorable client/customer experience through leadership, communication, community outreach, and passion for the brand.
- Provided guidance and direction to store associates, including Print Services associates, and will facilitate ongoing training on the business model and the importance of offering our client/customer a holistic service offering.
- Coached and trained associates to properly assess client/customer needs to ensure satisfaction in every interaction.
- Worked closely with the management team to build a client/customer centric culture in the store and motivate and inspire associates to build strong relationships to increase customer retention.
- Proactively engaged with clients/customers to exceed their needs, ensure a positive experience and work to generate revenue by driving a sales culture.
- Built ongoing client/customer relationships and became a trusted advisor by utilizing advanced selling skills and knowledge.

Technology Associate: September 2004 - March 2005

- Ensured freight is processed efficiently to maximize product service levels.
- Responsible for engaging and providing an exceptional customer service experience.
- Followed the established sorting and stocking guidelines.
- Built ongoing customer relationships and become a trusted advisor by utilizing advanced selling skills and knowledge (including cross-selling of products and services) to meet the customer's needs.
- Demonstrated a passion for the brand, product and services.
- Utilized Office Depot's proven sales principles to proactively engage customers.
- Quickly developed product and solution expertise in key areas of the technology department.

SKILLS & HOBBIES

- Hyper-V virtualization using my 3 Dell PowerEdge R710.
- In the process of deploying pfsense firewalls in home environment.
- Deploying Linux as needed for home projects.
- Maintaining 5 gaming servers hosted on in house Hyper-V virtualization servers.
- Maintaining and expanding self-built large hardware raid server.
- Projects based on Raspberry Pi Single board computers.
- Built RFDI music player with Raspberry Pi Single board computer.
- Home automation mainly based on z-wave technology.
- Built home automation bridge using Raspberry Pi to control devices that don't have support for Apple's HomeKit.
- Playing video games on both PC and console.