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

CERTIFACTIONS

• Certified CompTIA A+ - 2015-2020
• Certified CompTIA Network+ - 2017-2020
• ServiceNow Certified System Administrator – 2018
    • Madrid Delta – 2019
    • New York Delta – 2019
    • Orlando Delta – 2020
    • Tokyo Delta – 2022
    • Vancouver Delta – 2023
• ServiceNow Micro-Certification - Flow Designer – 2019

EXPERIENCE

Techport Thirteen Inc. – Berkeley Lake, Georgia (Remote) | 2022 – Present

ServiceNow Developer/Consultant: November 2022 – Present

• Participate in workshops with customers to assess current processes and establish future-state processes.
• Design and deliver ServiceNow solutions with a technical architecture designed for long-term success and following ServiceNow technical standards and leading practices.
• Advise customers on how to take advantage of the ServiceNow Platform capabilities to improve their business processes.
• Guide customers in completing required documentation.
• Lead all technical aspects of project delivery and solution delivery.

Morgan & Morgan PA – Orlando, Florida | 2015 – 2022

ServiceNow Administrator/Developer: January 2018 – November 2022

• 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 service desk agents.
- Built email notification that send survey results to the service desk 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.
- Responsible for building and maintaining integration with RESTAPI to platforms like Jira.
- Use JavaScript for building and maintaining business rules, script includes.
- Build automation and integration using PowerShell.

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

<u>Project Specialist: January 2006 - April 2013</u>

• 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 troubleshot software and computer peripherals.
• Addressed issues quickly and efficiently.
• Demonstrated attention to accuracy on all duties and responsibilities.

<u>Technology Department Manager: March 2005 - January 2006</u>

• 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.

<u>Technology Associate: September 2004 - March 2005</u>

• 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.