

Brannon Breau
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SUMMARY

Brannon is an experienced ServiceNow professional skilled in both administration and development. In his current role, he is serving as a ServiceNow consultant to multiple clients across various industries. While he is enjoying the role, Brannon is seeking an opportunity that will allow for more collaboration and partnership with the customers he is supporting throughout the full project lifecycle that will ultimately allow him to see value and impact of the product he has developed. Brannon is a detail-oriented problem solver who enjoys working with people. Leveraging his customer service and communication skills, and his deep-rooted background in technical support, Brannon can multitask and utilize his strong time management skills to move projects along quickly and efficiently.

EDUCATION

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

CERTIFICATIONS

- 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
- ServiceNow Certified Implementation Specialist – IT Service Management – 2023
- ServiceNow Micro-Certification – Automated Test Framework – 2024

EXPERIENCE

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

ServiceNow Developer/Consultant: November 2022 – Present

- Supporting multiple clients on varying ServiceNow projects/initiatives in Agile environment.
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- Involved in 3 and 4-week sprints while using both Jira and ServiceNow Scrum boards.
- Collaborates with clients' ServiceNow Product Owners and with Product Owners of other departments including Accounting and HR to develop solutions within ServiceNow.
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- 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.
- Develop various processes and applications.
- With one client, works within their ServiceNow Agile space, acting as an in-house developer.
- 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

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 Department 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.