

# Braden Yates

4192125722 | braden1026@gmail.com | Alvordton, OH 43501

<https://www.the-braden.com>

## SUMMARY

I'm an I.T. Professional with 3 years in Help Desk / Customer Service looking to break into System Administration. Throughout my journey, I've had the opportunity to delve into various facets of system administration like computer networking, cloud computing, security and more!

## EXPERIENCE

### Student Help Desk

Sep 2017 - May 2019

#### Northwest State Community College

- Managed 200+ user accounts and passwords through Active Directory
- Troubleshooting software including Microsoft 365 Suite products
- Troubleshooting hardware issues including networking equipment (Cisco routers, Cisco switches) and end user hardware (Laptops, Desktops)

### Help Desk

Aug 2021 - Feb 2022

#### Pedcor Investments

- Part of a team that managed 500+ end user accounts in house and remote through Virtualized Active Directory Server
- Used TeamViewer software to provide remote assistance to end users
- Deployed Cisco Meraki Firewalls
- Troubleshooting hardware issues including networking equipment (Cisco routers, Cisco switches) and end user hardware (Laptops, Desktops, Yealink Phones)

### I.T. Help Desk

April 2022 - July 2022

#### OpusVTR

- Managed users in AWS Cloud Server and Microsoft Azure Server
- Troubleshooting hardware issues including networking equipment (Cisco routers, Cisco switches, Cisco Firewalls) and end user hardware (Laptops, Desktops, Yealink Phones)
- Troubleshooting software including Microsoft 365 Suite products
- Developed a PXE boot server with a golden image for fast machine deployment
- Proposed plan to deploy laptops with the newest version of Visual Studio for remote devs for maximum efficiency.

### I.T. Service Desk (Remote)

June 2023 - Dec 2023

#### Dizer Corp. / Progressive Insurance

- Troubleshooting software including Microsoft 365 Suite, PowerBI, CONNECT
- Used TightVNC software to provide remote assistance to end users
- Successfully closed 30+ tickets a day

## **SKILLS**

Network security | Active directory and Group Policy | Cisco Router/Switch Configurations | Networking Technologies & Concepts | PC/Mobile Device Repair/Software Installation | Network and Server Administration | Python Programming  
Virtualization | DHCP Configuration | VLAN Configuration | Microsoft SQL Server | Cloud Computing | Security and Monitoring | Problem-Solving and Administration

## **EDUCATION**

### **Northwest State Community College Sep 2017 - 2019**

Studied Computer Operations, Networking Essentials, Microsoft Server Technologies, I.T Security Fundamentals, Python Programming, Office Applications, Microsoft Workstation Technologies.

### **Four County Career Center, Archbold, Ohio Sep 2017 - May 2019**

Studied Computer Networking, Computer Operations, and Cisco Networking, Computer and mobile device repair.

## **CERTIFICATIONS**

- CompTIA ITF+ - 7/6/2021
- MTA Windows Server Administration - 3/4/2019
- MTA Cloud Fundamentals - 5/14/2018
- MTA Security Fundamentals - 3/27/2018
- MTA Networking Fundamentals - 1/30/2018
- MTA Windows OS Fundamentals - 3/27/2018
- MTA Mobility and Devices Fundamentals - 3/27/2018
- MTA Intro to Programming Using Python - 12/18/2018
- Google Coursera Technical Support
- TestOut - Server Pro
- TestOut - Network Pro
- TestOut - Security Pro
- TestOut - PC Pro
- TestOut - Client Pro
- IBTA Business Professional
- Network Fundamentals Precision Exam Certification
- Computer Technology Precision Exam Certification
- Computer Maintenance And Repair Precision Exam Certification

## **PERSONAL PROJECTS**

- Built a NAS Server for personal use
- Managed NAS accounts through an Active Directory Server
- Used scripting and automation to deploy apps to personal machines
- Built an Ad-Block server using a Raspberry Pi