

BRANDON DALEY

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SUMMARY

I'm currently working as a systems engineer with an MSP and seeking a transition to a more challenging role. I pride myself in being a fast learner, proven high performer and possessing high attention-to-detail. I'm eager to take on a new opportunity where I can contribute my skills and expertise while embracing increased responsibility.

EXPERIENCE

Company: Integris FID

12/2021 - Present

Title: Tier 2 Systems Engineer

- Provide advanced technical support to 500+ users while achieving a 100% satisfaction rate from customer reviews.
- Identify, resolve, and document resolutions for complex technical issues involving Windows servers, hybrid Azure AD, VMWare & Azure virtual machines, Microsoft 365, Exchange On-Prem/Online, Group Policy, Remote Desktop, SSL Certs, etc.
- Provide mentorship and guidance to Tier 1 & 2 techs via hands-on training and creating technical documentation.
- Create PowerShell and Python scripts, cutting time for manual tasks and boosting account efficiency by 6-13%.
- Manage and prioritize workload based on business impact, time sensitivity, etc.
- Collaborate with vendors when necessary to resolve issues with proprietary software.
- Utilize ConnectWise to thoroughly document and track all work involved in resolution of tickets.
- Participate in on-call rotation, delivering emergency support for critical issues with a 99% response rate within SLA.

Company: Integris FID

06/2020 - 12/2021

Title: Tier 1 Help Desk Technician

- Provided basic technical support remotely via phone/email for hardware, software, & peripherals.
- Responded to an average of 70 support requests daily, while maintaining a 90% resolution rate within the same day.
- Efficiently managed time and exceeded company goals by closing 150+ tickets/month.
- Led creation of a specialized team for security threats; developed team structure, training, and procedures.
- Analyzed and remediated reported phishing threats; prevented potential security incidents.

Company: Verge Mobile, LLC

07/2019 - 06/2020

Title: IT Support Specialist

- Delivered onsite technical support for 200+ employees across the Houston area.

CERTIFICATIONS

- CompTIA CSIS (Network+, Security+, A+), Cloud+
- Azure Fundamentals (AZ-900)
- Cisco CCNA
- LPI Linux Essentials

EDUCATION

Bachelor of Science: Cloud Computing

Western Governors University, 2023

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, NSGs (Network Security Groups), ACLs (Access Control Lists), Virtual Networks, Active Directory, File Permissions, Windows 10, Teams, DNS, SMTP, SNMP, SSH, SFTP.