Brandon Braxton

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Education

Christopher Newport University | Newport News, VA
Computer Engineering | 12/2021
Bachelor of Science: Computer Engineering | Minor: Computer Science

Certifications

- Cisco Certified Network Associate (CCNA)
- CompTIA Security+
- CompTIA A+

Relevant Skills

- **Operating Systems:** Windows, Windows Server 2019/2022, macOS, Linux (Kali), iOS
- **Software & Cloud Services:** Microsoft 365 (Admin Center), Azure, VMware, VirtualBox, UTM, ServiceNow
- **Networking & Security:** Active Directory, DNS, DHCP, Network Monitoring (Nagios, SolarWinds, StruxureWare)
- **Hardware:** Workstations, Laptops, Printers, Servers, Peripherals, Network Cabling
- **Scripting & Tools**: PowerShell (Basic), Python (Basic), Bash (Basic), Nano/Vim (Basic), Remote Desktop, TeamViewer
- **Core Competencies:** Technical Troubleshooting, Documentation, Customer Service, Team Collaboration, Time Management

Experience

Old Dominion University | VA, Norfolk
Lead Computer Operations Tech | 02/2023 - Present

- Support network operations and infrastructure within a large-scale academic data center environment.
- Maintain a working knowledge of all IT and Data Center systems and procedures, particularly those regarding emergencies and business continuity.
- Act as a primary point of contact for University Network Operations, coordinating incident response and service restoration.
- Utilize ServiceNow for ticket management, asset tracking, and CMDB updates.
- Perform installation and removal of network devices, cabling, and hardware, supporting infrastructure changes and maintenance activities.
- Monitor network-connected systems using infrastructure monitoring tools to proactively identify and resolve issues.
- Maintain accurate infrastructure documentation , including asset tracking, incident reports, and procedural manuals to enhance operational efficiency.
- Conduct regular audits of IT assets to ensure accuracy and compliance with university IT policies
- Collaborate with cross-functional teams to improve workflows, reduce downtime, and enhance overall service quality.
- Assist in leading departmental meeting for production and pre-production changes.
- Train new technicians on operational procedures, tools, and best practices.

Ferguson Enterprises, Inc. | VA, Newport News
Associate Business Systems Analyst | 12/2022 - 02/2023

- Provided second-level technical support for IT service requests and incidents, leveraging ServiceNow for efficient ticket tracking and resolution.
- Managed IT assets, software licensing, procurement, and compliance in alignment with organizational policies.
- Administered user access using Active Directory, Microsoft 365 Admin Center, and third-party license managers.
- Analyzed software usage and license allocations to optimize costs and maintain compliance with organizational policies.
- Maintained quality relationships with vendors and internal stakeholders to streamline procurement and license allocation via phone call, email, and MS Teams.

IT Projects

Home Labs Setup for Virtualization and Networking

- Built various home labs using VirtualBox, VMware Fusion and UTM, a Cisco 2960 switch and an ISP router to simulate and emulate enterprise-level IT environments.
- Performed troubleshooting of various Windows Server features such as Active Directory, Domain Controllers, DNS, Hyper-V VMs, DFS and more.
- Practiced switching, VLAN concepts, and network troubleshooting in simulated scenarios.

Cloud and Linux Labs

- Created Windows Server Datacenter VMs in Microsoft Azure, implementing RDP access controls and cost optimization strategies.
- Created Kali Linux and RHEL VMs using UTM and VMware.
- Created users, groups, files etc. to practice managing user accounts, file editing and file permissions, and more via Linux command line.
- Automated basic adminstration task such as file backups through Bash scripting for improved administrative efficiency.