

BRANDON T. IGNACIO

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PROFESSIONAL SUMMARY

Performance-driven and detail-oriented IT Analyst with 3+ years of experience in the field of IT and computers. In search of a position where I can continue to learn new things and grow my career in technology.

TECHNICAL SKILLS

Development & Other:

C++, C, Java, HTML, PHP, Troubleshooting, Customer Service

Software:

Visual Studio Code, Windows 10, Linux, iOS, GitHub, Active Directory, Microsoft PowerApps

RELEVANT WORK EXPERIENCE

New Jersey Superior Courts, Monmouth County, NJ

November 2018 - Current

IT Analyst

- Act as first line of support for all public users, judiciary users, and judges in Monmouth County while providing professional customer service and assisting with any IT-related issues
- Facilitate the training of employees on how to use essential software and hardware such as Zoom, Microsoft Office, and Cisco Jabber
- Operate as part of a ticketing system and call center team to complete help requests in a timely manner while prioritizing certain issues
- Add or remove appropriate access to users during the onboarding or offboarding process
- Image and deploy computers, laptops, and mobile devices to confirm compliance while maintaining asset inventory
- Troubleshoot all devices on networks such as Windows, Polycom, Android, iOS, and network printers
- Coordinated the transfer from traditional office phones to Cisco VOIP phones
- Install and terminate low voltage cabling
- Regularly assist with court proceedings including setting up and monitoring live streams to the public
- Lead the transition of all Monmouth County Courthouse employees to fully remote work during the pandemic, leading to the most successfully transitioned county court system in the state

Feigus Office Furniture, Wall Township, NJ

June – August 2017

Intern, Web Designer

EDUCATION

UNIVERSITY OF NEW HAVEN, West Haven, CT

May 2018

Bachelor of Science in Computer Science

Certifications

- Coursera - Google - Technical Support Fundamentals
 - Coursera - Google - The Bits and Bytes of Computer Networking
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RELEVANT COURSEWORK

- Discrete Mathematics for Computing
- Java Programming
- Intermediate C/C++ Programming
- Introduction to Databases
- Data structures and Algorithms
- Algorithm Design and Analysis
- Structure of Programming Languages
- Systems Programming
- Software Project Analysis and Design
- Artificial Intelligence
- Cryptography and Data Security
- Memory Forensics
- Computer Organization
- Network Essentials and Technologies