

Brandon Adkins

Skills & Summary

Years of experience in customer service, many of them IT-related. Ability to learn new systems, applications, and procedures quickly. Able to build, upgrade, configure, troubleshoot and work with a variety of devices. Freelance and hobbyist experience in graphic/web design, web development, photo/video editing and other skillsets. Open to many paths, including preferably non-phone-based support.

My views are my own and may differ from those held by institutions on this document.

Certifications

- A+ 801 and 802
- Office 2010 and 2013
- HDI SCA
- Windows 7 Ent. Desktop Support (70-685)

Primary Skills

- Customer Service
- IT Support
- CSS
- HTML
- SEO
- Final Cut X
- FTP
- MS Office
- Photoshop CC
- Other Design Tools
- Mac, Win, Linux
- Data Entry
- Documentation
- Hardware
- Blackboard LMS
- Service-Now
- AD (User Admin)
- Other Adobe CC

Secondary Skills / Familiarity

- Linux (Debian-based and a few others)
- JavaScript
- AD (Other)
- Command Line (Terminal, Bash, Powershell)
- PHP, MySQL, MSSQL

Education

Liberty University
B.S. Web Technology & Design
2004 to 2008
Graduated with 3+ GPA

Experience

Support Specialist II, Liberty University

Lynchburg, VA — 2011 to 2016

- Phone, email, chat, and remote access support for computer issues
- Creation and triage of tickets
- Documentation (Wiki, Knowledgebase)
- Side projects concerning policy and reporting
- Great customer ratings

Freelance/Consulting, Various

Lynchburg, VA — 2010 to Present

TPC Restoration (tpcrestoration.net): Webmaster

- Site management
- Web development and optimization
- Editing and writing copy for the site as needed
- Photography and photo-editing
- Search engine optimization with significant results and high conversion from web traffic
- Significant business growth post-launch
- DVD slideshow creation for display at expos

Others:

- Diagnose/troubleshoot computers
- Consult regarding CSS/HTML/Javascript
- Photography, photo editing/retouching

Video Editor, Timberlake Baptist Church

Lynchburg, VA — 2007 to 2011

- File management (transfer, storage, etc.)
- Editing video (transitions, graphics, etc.)
- DVD Authoring (menus, burning to disc)

Customer Service, J.Crew Group Inc

Lynchburg, VA — 2005 to 2010

- Customer service via email, phone, chat
- Web application, MS Office use
- Typing, writing in a brand's "voice"
- Side project: data entry
- Side project: analyzing, providing feedback on website upgrade
- Unofficially helping others with computers