

Brandon Adkins

Summary

Extensive customer service experience, more than half in IT Support roles. Ability to learn new systems, applications, and procedures quickly. Interested in many tech fields (programming, security, IT support, other IT roles) and open to a variety of opportunities, including possibilities outside of these fields.

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)

Skills

General

Customer Service, Data Entry, Computer Use

IT Support / Troubleshooting

Hardware, Software, Networking, Documentation, Blackboard LMS, Ticketing Systems, Building, Active Directory, Operating Systems (Mac, Win), Desktop Management, Multiple Support Tools

Web

CSS, HTML, SEO, FTP, CSS / JS Frameworks, Analytics, Optimization / Efficiency, Security

Applications

MS Office, Adobe CC, Affinity, Misc Others

Secondary Skills

Linux, JavaScript, CLI, PHP, MySQL

Education

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

Experience

Freelance / Consulting, Various Clients

Lynchburg, VA — 2010 to Present

- Website management, development, optimization
- Photography, photo-editing, DVD slideshow creation for display at expos, editing/writing copy
- SEO with high conversion from web traffic leading to significant business growth
- Troubleshooting and building of computers
- Consult regarding CSS / HTML / Javascript

Support Specialist II, Liberty University

Lynchburg, VA — 2011 to 2016

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

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
- Take orders, solve issues, speak in brand's voice
- Side project: spreadsheet (Excel) data entry
- Side project: analyzing, providing feedback on website upgrade

Media Services Technician, Liberty University

Lynchburg, VA — 2005 to 2005 (Student Worker)

- Receptionist: took phone calls, checked equipment (mics, projectors, overheads, remotes, etc) in and out
- Installed / replaced projectors in classrooms
- Built "Smart Lecterns" for classrooms
- Took equipment on carts to classrooms and helped with setup / usage
- Repaired or replaced parts in items as necessary
- Tested classroom equipment