

Bryan Miller

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OBJECTIVE Obtain a position with your company where my experience in information systems administration will provide the exceptional support necessary to maximize the efficiency of daily technology operations.

PROFESSIONAL EXPERIENCE

Systems Engineer

Eze Castle Integration (March 2016 – Present)

- Perform elevated on-site hardware/software support for private investment firms and hedge funds, ranging from desktop peripherals to network troubleshooting of devices within various client environments.
- Deliver remote assistance for clients in other regions on software related issues.
- Provide Microsoft Server administration (DNS, AD, DHCP, GPO, DFS, Print server, WSUS) for multiple clients.
- Primary contact with high profile financial industry clients on project statuses and technical issues experienced throughout the office.
- Create Windows image using Acronis and deploy multiple laptops for use by client employees while documenting the updates and applications installed on the base image and post-installation steps.
- Administer multiple services including MS Exchange, Office 365, Citrix XenApp, and Symantec MessageLabs.
- Manage and support for Hyper-V, ESXI, Symantec Backup Exec, ARCserve D2D, and Symantec Endpoint.
- Plan and coordinate technical equipment move schedule for client re-location projects.
- Coordinate with vendors for purchasing of technical equipment for clients.

Information Systems Technician II

Contra Costa County Department of Child Support Services (January 2013 – March 2016)

- Provided domain administration within 150 user Active Directory environment through Group Policy.
- Administered exceptional help desk support via phone, email, remote login sessions, and direct interaction with end users.
- Performed advanced troubleshooting of hardware components while outlining procedures for resolutions.
- Received Innovation Award from State of California Child Support for developing automation tool which increased task productivity for department by over 400%.
- Designed and developed case management tool within Microsoft Access for higher functionality and analysis on high impact child support cases.
- Upgraded and administered System Center Service Manager 2012 and SharePoint 2010 for systems support team use, including creating performance data reports for help desk incidents.
- Re-imaged workstations using Norton Ghost, updating image when new software is provided to users.
- Organized department move schedule, including setup of PC workstations and maintaining inventory.
- Trained first tier help desk support on all common technical issues experienced by end users.
- Assisted in implementation of software updates using System Center Configuration Manager by testing updates on Windows 7 machine within Hyper-V before roll-out of updates to end user workstations.
- Performed database maintenance on applications used for department statistics analysis and internal human resource procedures.
- Created documentation for common help desk related issues, user manuals, and project procedures.
- Collaborated and provide direction with team members for upcoming projects.

Technical Support Software Specialist

Logiciel, Inc. (March 2011 – December 2012)

- Provided phone, e-mail, and on-site technical support and training to 120 clients.
- Tested quality assurance on all updates of software.
- Worked with management on developing, testing, and implementing software updates.
- Trained new clients how to use inventory management software.
- Created and update user manuals and knowledge base for software used

EDUCATIONAL BACKGROUND

Housatonic Community College
Associate of Sciences, Information Systems
Degree Earned December 2010

Western Governors University
Bachelor of Sciences, Network Administration
Expected completion December 2017

