

BRIAN J HAGE

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INFORMATION TECHNOLOGY PROFESSIONAL

Experienced CompTIA A+, Network+, Security+ and Cisco CCNA certified IT Technician with a history of working in wide variety of technologies on all mobile and PC based platforms, with a forward-looking focus on Network Automation, Infrastructure and Administration. Skilled in Operating Systems & Software technologies, Network technologies, Active Directory administration, Azure administration, Troubleshooting, Mobile Communications, Web Design, Customer Service, & Sales/Revenue growth.

EDUCATION

Bachelor's of Arts - Sociology | 2012 | University of Nebraska - Lincoln
HS diploma | 2007 | George W Norris high school

INFORMATION TECHNOLOGY CERTIFICATIONS

CompTIA A+ Certified | 2021 || CompTIA Network+ certified | 2021 || CompTIA Security+ Certified | 2022
Cisco CCNA Certified | 2023
Continuing Education Certification - Web Design | 2018

SKILLS & ABILITIES

Ticket Management Systems | Windows 7 / 10 / 11 Support | iOS / macOS Troubleshooting | Android Device configuration & troubleshooting | Active Directory User and OU Management | SCCM Deployment and Administration | Hypervisors/VM (HyperV, VMWare) management | Firewall ACL/feature management | Switch and Router configuration, deployment, and troubleshooting | Registrar & Domain administration | PC and Handheld Device Inventory Management, Imaging, Configuration and Deployment | Wordpress Site building | HTML5 | CSS3 | Leadership | Team Delegation | Time management

EXPERIENCE

HELP DESK TECHNICIAN II | LEFCON IT SUPPORT | AUGUST 2022 – PRESENT

- Supported MSP Clients on Windows 10/11/macOS, resolved escalated Network troubleshooting, firewall ACL implementation, Hypervisor/VM management & maintenance, application setup/troubleshooting, Azure AD Users/Groups management, assigning, responding to Helpdesk tickets, daily documentation and project management,
- Primary skills; Networking, Firewall Administration, Switch/Network management, Hypervisors/VM, Cloud Azure/AD, Cisco IOS, SonicWall, Aruba, Ruckus, Ubiquiti, VMWare ESXI, resolving elevated issues, project deployment.

TECHNICAL SUPPORT ENGINEER I | AGILITI HEALTH | MARCH 2022 – JUNE 2022

- Supported internal company users on Windows 7/10 operating systems, application setup/troubleshooting, Wired LAN network troubleshooting, Azure AD PC imaging and deployment, Mobile device setup and modified Android systems troubleshooting, wireless network management, assigning, responding to Helpdesk tickets, daily documentation and project updates.
- Primary skills; PC knowledge, Networking, various OS, mobile devices, constant continuing personal education.

IT HELPDESK TECHNICIAN | SIZEWISE RENTALS | JANUARY 2019 – MARCH 2022

- Supported internal company users on Windows 10/7 operating systems, performing PC hardware repair, application setup/troubleshooting, Wired LAN network troubleshooting, Active Directory OU management, SCCM management, Mobile device setup and modified Android systems troubleshooting, wireless network management, assigning, managing and responding to Helpdesk tickets, inventory management and PC unit deployment, training newer Helpdesk Technicians, daily documentation and project updates.
- Primary skills; General PC knowledge and internal user education, Networking, OS, mobile devices, customer service, handling tickets. Constant continuing personal education.

TECHNICAL SUPPORT REPRESENTATIVE | H&R BLOCK | DECEMBER 2017 – MARCH 2018

- Supported H&R Block software, including troubleshooting errors with a ticketing system workflow, installation issues, OS related functionality, compatibility issues, and additional knowledge explaining tax code and filing.
- Primary skills; Customer education, troubleshooting and concise verbal direction, general OS and browser knowledge.

SOFTWARE SUPPORT TECHNICIAN | TABS3 SOFTWARE | JANUARY 2016 – DECEMBER 2016

- Performed troubleshooting, setup and assistance with the Tabs3 company software, time and billing software designed for law firms. Occasionally working directly with the firms' on-prem support to support facilitating server backups, implement network-share based software installation, printing setup and issues, and workstation configuration.
- Primary Skills; Software troubleshooting and education, customer service, verbal de-escalation, troubleshooting, general OS.

TECHNICAL COORDINATOR I / TIER I TECHNICAL SUPPORT | VERIZON WIRELESS | 2013 - 2015

- Troubleshooting cellular Network, resolved escalated calls, mobile app & OS end-user education, back-end network support for cell tower connections, mobile backup assistance and retrieval, sales, fraud prevention, mobile device applications.
- Primary Skills; Mobile device usage and troubleshooting, mobile device operating system education and troubleshooting, cell data network troubleshooting, customer retention, customer de-escalation, account management, billing.