

Brian Manuel

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<https://brianmanuel.xyz>

EXPERIENCE

Florida State University

2018 - Present

Technical Support Analyst

Tallahassee, FL

- Act as first point of contact for helpdesk via phone and email.
- Troubleshoot both hardware and software issues onsite and remotely.
- Manage user accounts and groups within active directory.
- Deploy new and/or replace outdated hardware.
- Created and maintain report for network port inventory, used for monthly billing of departments.

Hungry Howie's

2008 - 2018

General Manager

Tallahassee, FL

- Oversaw day-to-day business operations.
- Supervised large staff.
- Maintained a weekly schedule for staff.
- Handled bi-weekly payroll.

Hearth & Patio

2015

Technical Support

Tallahassee, FL

- Supported with general technical support.
- Created current invoice template for day-to-day sales.

EDUCATION

General Educational Development Diploma

Tallahassee, FL

SKILLS

Customer Service, Management, Desktop Support, Windows, MacOS, Linux, Android, iOS, Software Troubleshooting, Hardware Troubleshooting, Networking, DNS, TCP/IP, VLANs, Active Directory, Docker, Virtualization, Printers, Microsoft Office, CLI, Scripting, MariaDB, MongoDB, Wireguard VPN, Printers, A/V Equipment, Documentation.

References

Available upon request.