

BRANDON TAYLOR

With more than thirteen years of technical experience in the higher education, health, and insurance industries, as well as consultation services in the private sector, I have had the fortuity of acquiring a plethora of expertise. Having lofty goals, I possess an ambition for technical perfection, development technologies, leadership, and streamlined performance.

EXPERIENCE

JULY 2022 – CURRENT

CLOUD ARCHITECT, LEAD DEVOPS ENGINEER, LIGHTCHANGE TECHNOLOGIES

Acting as one of the critical service engineers at LightChange Technologies has enabled me to expand upon my skillset of continuity, repeatability, and reliability of projects that I work on.

- Led organizational effort to grow our DevOps and Cloud Architecture offerings.
- Directed seamless implementation of high resilience environments, enhancing system and application performance to 99.999% uptime.
- Planned and developed MSP-powering technology by harnessing Nuxt 3, Tailwind, MongoDB, and RabbitMQ.
- Orchestrated zero-downtime migration of legacy systems to high resilience environments.

APRIL 2021 – JULY 2022

MANAGER, SUPPORT SERVICES, INDIANA UNIVERSITY

Serving as Manager of Support Services for Indiana University was a great opportunity that I found tremendous value in. I was afforded the fortuity to work closely with my part time staff and identify areas that could serve our customers better to streamline performance and reduce support latency.

- Developed widely used application that integrated and extended an existing inventory system to subsidize several missing features, such as duplicate detection.
- Led team efforts to revolutionize ticket resolution strategies, resulting in a 52% reduction in ticket resolution time.
- Achieved a historical low support request time-to-close of 2 minutes and 34 seconds.
- Hired and mentored part-time staff, leading to a 43% increase in employee retention.
- Orchestrated annual computer sales that reclaimed thousands of dollars in revenue, which allowed for equipment refreshment.

NOV 2016 – APRIL 2021

SENIOR TECHNICIAN, DESKTOP & AV SUPPORT, INDIANA UNIVERSITY

Operating as a Senior Technician for Indiana University has granted me great insight into what bells and whistles make a state-wide university the top higher education entity in Indiana. Thanks to these years, I was fortunate enough to experience a wide range of technologies.

- Invented novel software that interacts with SCCM to automate device lifecycle management and department-based software compliance.
- Leveraged automation technologies to improve the efficiency of student devices.
- Introduced the upgrade of software that reduced the ecological footprint of the university's electric by 10-20%.
- Performed regular device imaging throughout classrooms to improve user experience, which resulted in a reduction of performance-related tickets by ~70%.
- Introduced and reviewed device policies that cut printer-related support requests by 50%.

AUG 2014 – NOV 2016

NETWORK ANALYST I / II, DATA STRATEGY / TRACE 3

Primarily focusing on 24/7/365 availability of services and monitoring thereof, I worked with a plethora of 3rd party infrastructure configurations; from the gold standard of Brown Forman's Cisco telephony to the AS400 of Steel Technologies.

- Wrote software leveraging Go and Batch scripting to automate system cloning, directly integrating with Active Directory.
- Spearheaded the upkeep of internal systems which eliminated internal support requests entirely.
- Monitored and analyzed customer systems and prevented four disaster-level events.
- Performed onsite services, such as the replacement of UPS batteries, and rerouting cabling for networking closets.

EDUCATION

2016 - CURRENT

BACHELOR OF SCIENCE (B.S.), INFORMATICS

INDIANA UNIVERSITY

2012 - 2015

ASSOCIATE OF APPLIED SCIENCE, INFO. TECH.

IVY TECH COMMUNITY COLLEGE

SKILLS

- Frontend Design
- JavaScript / TypeScript
- RabbitMQ
- Node.js / Vue / React
- Python
- Go
- Active Directory
- Windows Server
- Ubuntu / Red Hat Server
- VMWare
- Cisco / Polycom Telephony
- SCCM, MS Endpoint (Intune)
- Jamf / Casper

CERTIFICATIONS

- VMware Associate 6
- Kubernetes and Cloud Native (expected. 08/2024)
- Certified Kubernetes Administrator (expected 10/2024)
- Certified Kubernetes Application Developer (expected 01/2024)

LANGUAGES

- English – Native
- Deutsch – Heritage