



BRIAN JARVIS

IT PROFESSIONAL

CONTACT

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EDUCATION

DALLAS COLLEGE
2015-2019

- Associates of Applied Science Degree in Digital Forensics

STRENGTHS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

SKILLS

- Operating Systems: Linux, Windows, Mac OS X, Windows Server
- Networking: TCP/IP, DNS, DHCP, SSH, FTP, Network Firewalls, Network Security, Computer Networking
- Software & Tools: Microsoft Office Suite, Apache, CSS, HTML5, VMware, MySQL, PowerShell
- Security: Malware Analysis, Computer Forensics
- Customer Service, Communication Skills (written and verbal), Problem-Solving, Analytical Skills, Attention to Detail, Teamwork, Time Management

PROFILE

Highly motivated technical support professional with 7+ years of experience resolving complex technical issues and providing exceptional customer service in fast-paced environments. Proven ability to troubleshoot hardware and software problems, conduct security audits, train new employees, and lead process improvement initiatives. Seeking a challenging role in a technical environment where I can leverage my skills to contribute to team success and drive customer satisfaction. 1

Professional Summary: Dedicated and highly motivated professional with over 7 years of experience in technical support and outbound sales. Possesses excellent communication skills, meticulous attention to detail, and a strong ability to work as part of a team. Seeking career opportunities to re-enter the workforce and contribute effectively from day one.

WORK EXPERIENCE

DEX imaging Installation Project Coordinator

- Spearheaded the transition from onsite to remote printer installations, developing a comprehensive 10-point plan and roadmap to streamline processes and improve efficiency.
- Successfully implemented key elements of the remote installation strategy, including developing remote troubleshooting procedures, creating online training resources, and establishing remote access protocols.
- Developed an AI-powered helpdesk chatbot to provide instant support to field service engineers, improving response times and knowledge accessibility.
- Collaborated with the CTO, Patrick Adesso, on the development of a company-wide LLM specializing in printing and managed print services.
- Demonstrated strong leadership and initiative by leading the Setup Technician team to become the top-performing shop in the company within two months.
- Selected for the elite D.A.R.T. team, responsible for handling the most complex and demanding hardware installations across the country.
- Promoted to Installation Project Coordinator after demonstrating exceptional technical skills, problem-solving abilities, and commitment to improving processes.

HOSTGATOR.COM Junior Administrator Level 3

- Provided technical support via phone, email, and chat for Linux and Windows servers, resolving over [insert number] escalated support tickets per week and achieving a customer satisfaction rating of [insert percentage].
- Served as the first point of contact for internal support for Customer Service Agents, providing timely and effective assistance.
- Conducted comprehensive security audits to identify and mitigate potential malware infections and vulnerabilities.
- Developed and delivered training programs for new employees, ensuring their successful onboarding and skill development.

LANGUAGES

- English (Fluent)
- Spanish CLASSES 10 YEARS