

BRANDON PAMPLIN

526 CLAWSON STREET, PITTSBURGH, PA 15208

BRANDON@BRANDONLP.COM

412-656-9096

SUMMARY

I am a creative, well-rounded IT professional focused on customer service and process improvement.

EDUCATION

Bachelor of Arts in Political Science

University of Pittsburgh, Pittsburgh, PA

TECHNICAL SKILLS

Mac OS X client/server, Windows client/server, Active Directory, Symantec Ghost, Linux, HTML/CSS/PHP/SQL, scripting, PC hardware, desktop support, project management, technical writing

EMPLOYMENT HISTORY

Network Parking, Pittsburgh, PA

Valet Parking Attendant

Aug 2008 – Present

- Park and retrieve guest vehicles safely and efficiently while ensuring excellent customer service.

University of Pittsburgh, Pittsburgh, PA

Senior Technical Coordinator

Jun 2007 – Mar 2009

- Managed a network of 600+ Windows/Mac workstations in campus computing lab system, responsible for Active Directory, imaging, refresh planning, and troubleshooting.
- Developed new lab Mac image. Utilization of Macs in the labs increased each semester as a result of the improved image.
- Project manager and Mac developer for the university's Internet connection tool that was distributed to 28000+ users.
- Created training, a technical guide, and a wiki to help team expand technical knowledge.
- Planned and executed annual Love Your Computer Week kick-off event for three consecutive years, increasing attendance each year, while decreasing cost by 50% overall.

Residential Networking Coordinator *May 2004 – May 2007*

- Managed and trained a team of student residential consultants.
- Led the client rollout and support team for the campus-wide wireless project.
- Managed a campus computing lab with 100 workstations.

Student Residential Consultant

Aug 2002 – Apr 2004

- Provided desktop support to 6000+ students living in residence halls.
- Wrote technical documentation that was distributed to the University community.

Hill House Association, Pittsburgh, PA

PT Technology Specialist

Nov 1995 – Apr 2004

- Managed and supported a network of 200+ Windows workstations and three servers.
- Provided desktop support to Hill House staff and members.
- Designed Hill House Association web site.