Brian deBettencourt

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Technology professional with 10+ years of industry experience spanning the public and private sector, from small business to multinational corporations. Proven track record of independent work and ability to adapt to changing job roles. Looking for new challenges and expansion of technology experiences.

EXPERIENCE

2017 – PRESENT
REPORT ADMINISTRATOR, SEMINOLE COUNTY SHERIFF'S OFFICE

Development of SSRS, Crystal, and Power BI reporting solutions.

Analysis and design of new application requirements.

Conversion of SSRS reports into Visual Studio projects for faster deployment and version control.

Administration of Report Server; including access control, report subscriptions, and design.

Creation and tuning of T-SQL scripts for Microsoft SQL Server environment.

Working alongside the DBA on maintenance, enhancement, and server configuration as a backup.

Escalation/troubleshooting support of level 1 and 2 tickets to application development team.

Experience with Jira, Confluence, SysAid, SVN, Agile, Waterfall, and ITIL processes and workflows.

2016 – 2017
TECHNOLOGY SUPPORT ANALYST, SEMINOLE COUNTY SHERIFF'S OFFICE

Tasked with onsite and remote support for 1st level help desk requests.

Streamlining asset surplus process through use of Excel functions, this has reduced paperwork and task time by half.

Active Directory support, account changes, group membership, password reset, and computer OU management.

Involved in Windows 7, 8.1, and 10 image deployment and development for laptop, desktop, and tablet computers.

Assisted Verizon with 4G LTE signal site evaluation and troubleshooting.

Experience with administration and troubleshooting of Netmotion, Maas360, RSA, and MS Phone Factor.

2012 – 2016
IT CONSULTANT, TEKSYSTEMS
Bimbo Bakeries USA

Provided onsite and remote support for level 1 and 2 service desk escalation requests, this included networking and AV support.

Tasked with monthly analysis of leased and owned equipment.

Submitted and maintained the quarterly IT capital expense ledger for general hardware purchasing $200,000 per quarter.

Tasked with US MPS contracts; vendors include HPE, Ricoh, Xerox and Cannon; $ 90,000 monthly in equipment and $ 200,000 in consumables quarterly.

Executed Managed Print Services cost savings initiatives; equipment right sizing and contract consolidation realized savings of $20,000 monthly in equipment and $100,000 annually in consumables.

Managed the procurement of approximately 130 printer/copiers and 420 laptop/desktop computers annually, as well as thousands of computer peripherals.

Trained employees on IT procurement process, payment process, and auditing process.

Supported Active Directory requests, including account creation, group membership, password rest as well as computer OU membership.

Created standardized service desk documentation for application installation and troubleshooting.

Responsible for Windows 8 and 8.1 tablet image development, deployment, and support for national direct sales initiatives.

Maintained and programmed onsite Avaya IPOffice phone system with VoiceMail Pro.

Developed and supported Chromebox project for use as an HR terminal to facilitate employee training and healthcare enrollment.

Designed incident and request tickets for IT hardware procurement in both ServiceNow and Service Manager 9.

Astellas Pharma
Onsite Technician

Assisted with physical site migration, this included ensuring assets were properly cataloged and identified prior to move.

Managed onsite MPS inventory buyout, inventoried assets and relocated to central location for pickup.

Onsite end user support (Networking/Hardware/Software).

Assisted with Cisco phone maintenance and programming.

Alexian Brothers
Onsite Technician

Worked with a team on a multi-site Meditech software upgrade, tasked with asset tracking, system re-imaging, and deployment.

Printer setup and deployment.

Provided onsite end user support (Networking/AV/Hardware/Software).

2011 – 2011
TELEPHONY TECHNICIAN, CONVERGED COMMUNICATION SYSTEMS

Worked on a service desk team as an Avaya phone system technician focusing on break-fix troubleshooting and resolution.

Developed Crystal Reports based SQL database queries for call system reporting.

Assisted with support and programming for SonicWall, Fortinet, and Cisco firewall equipment.

Trained as an onsite wiring and infrastructure technician.

2010-2011
HOMETECH COMPUTER SOLUTIONS, COMPUTER FIELD TECHNICIAN

Provided IT solutions and planning for home and office environments.

Trained as a computer repair and preventative maintenance technician for both hardware and software.

Tasked with server setup and deployment, including standard file share and web based solutions.

Extensive experience with Malware and virus removal, security solution deployment and maintenance.

Deployment and planning of A/V and smart home integration solutions.

Trained in network deployment and maintenance for home and office environments.

REFERENCES

- Furnished On Request