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BRIAN BAUER

OBJECTIVE

To secure a position of help desk specialist where my technical problem-solving skills are well utilized.

PROFILE STATEMENT

A skilled information technology professional with more than 6 years of experience providing user support and solutions in high demand work environments. Proven track record of efficiently diagnosing and resolving complex customer issues within agreed time scales. In-depth knowledge of a range of software applications and operating systems. An independent and results-driven worker with a strong commitment to increasing staff productivity.

A solutions-focused information technology specialist skilled in providing rapid, in-depth customer support. Proven ability to diagnose problems, find the root cause and supply lasting solutions. Extensive end-user training experience. Experienced in communicating complex information in an easily understood format to a diverse customer base. Proficient in a number of operating systems and applications. A solid reputation for professionalism and responsiveness.

SKILLS

Proficient in Microsoft Windows (WinXP, Vista, 7, 8, 8.1, 10), as well as MacOS, and several distributions of Linux.

Expertise in Office management software such as Microsoft Office 365, as well as OpenOffice.

Creative HTML/JavaScript web designer/programmer.

Vast knowledge of computer diagnostics and troubleshooting techniques.

Continued growth of PC knowledge to keep up with the advancements in technology.

Image Development Software – Adobe Photoshop CC, Adobe Lightroom CC, GIMP 2.x, Adobe Bridge

WORK HISTORY

IT TECHNICIAN/EDUCATOR, NEW BEGINNINGS ARE POSSIBLE, MILWAUKEE, WISCONSIN

08/2010 – Present

- Maintain 12 computers for student and staff, and help users utilize equipment and troubleshoot problems.
- Maintain website http://nbap.org
- Produce a monthly newsletter
- Mail/email newsletter, using Mail Merge, to more than 300 subscribers
- Setup multimedia equipment for fundraiser events.
- Miscellaneous non-technical rated tasks.

PRODUCTION TECHNICIAN, DEDICATED COMPUTING, WAUKESHA, WISCONSIN

08/2015 – 02/2016

- Built hundreds of systems both client and server machines with high level of quality.
- Tested/Diagnosed and repaired problems that occured once the systems were built.
- Worked with a team to meet tight deadlines on time.

WEB DEVELOPER INTERN, FINN DIGITAL, MILWAUKEE, WISCONSIN

06/2009 – 07/2009

- Coded web pages created by Photoshop designs with outstanding detail and accuracy.

"…Brian was timely, understood and followed direction well, was self-motivated in his work and responsive in his communications, reporting on his activities proactively to supervisors …"2009 Recommendation; Bill Finn.

PARA PROFESSIONAL/IT TECHNICIAN, CATAPULT LEARNING, MILWAUKEE, WISCONSIN

08/2007 – 03/2009

- Setup classroom computers, troubleshoot problems with devices, software, and the internet.
- Help students/teachers use the computers and the software

"…Brian is extremely flexible and worked well with people at all levels: school, middle, and upper management…" 2008 Performance Review

VOLUNTEER COMPUTER TECHNICIAN/TRAINER/WEB DEVELOPER, NEW HORIZONS UNLIMITED, MILWAUKEE, WISCONSIN

05/2004 – 07/2007

- Refurbished donated computers, web site maintenance, setup computers for special accessibility needs of clients, help users troubleshoot and use their computers.

"…Brian brought a terrific knowledge and enthusiasm to each task and often went above and beyond what was expected of him as volunteer. He eagerly took on additional responsibility and did so with ease…" 2009 Recommendation; Lori Potrykus.

EDUCATION

INFORMATION TECHNOLOGY MANAGEMENT, UNIVERSITY OF WISCONSIN – MILWAUKEE, MILWAUKEE, WISCONSIN, 01/2011 – 12/2013

4.0 GPA in major related coursework.

ASSOCIATES DEGREE COMPUTER PROGRAMMING, MILWAUKEE AREA TECHNICAL COLLEGE, OAK CREEK, WISCONSIN, GRADUATED 12/2006

40+ credits in computer hardware and user support courses in addition to the required courses for the degree.