

# NICHOLAS W. BRADFORD

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## PROFESSIONAL SUMMARY

Results-driven IT professional with a strong foundation in technology solutions and client education. Known for developing clear and concise instructional materials to address common questions and concerns. Adept at creating procedures to handle user inquiries with politeness and efficiency.

## EDUCATION

Associate of Science Transfer in Computer Science **ASOT**  
CompTIA **Network+** CE Certificate

## WORK HISTORY

NOVEMBER 2022-DECEMBER 2023

### **System Administrator** | NWIT Services

As NWIT's System Administrator, I assessed client needs, provided project quotes, and executed implementations. Maintained and improved client infrastructures, offering support and documenting processes. Managed billing, overseeing mileage, billable time, and acquisitions. Autonomously handled ~50 clients, proficiently onboarded 32 without direct supervision. Provided 20 hours/week on-site support for a trucking client and dedicated one day/week to supporting a spa manufacturing company.

AUGUST 2021-OCTOBER 2022

### **Application Support Specialist** | Capstone Technology

My duties as an Application Support Specialist at Capstone Technology entailed covering support hours for the European and Korean clients during PST nights. My duties covered SQL connections\management, OPC configuration\management, application debugging\bug reporting, project management of upgrades\implementation, and script debugging of modified VBA libraries.

MARCH 2020-PRESENT

### **Independent Contractor** | Willamette Support

As an Independent Contractor, I have provided support to doctor's practices and convenience stores. Worked on a handful of special projects. In this time, I have become well-rounded in Networking, Windows Server Services, email systems, and Linux applications. I have also gained hands-on experience with financial and technical management software as well as contract writing/reviewing skills as a side effect of managing my own LLC.

AUGUST 2019-JANUARY 2020

### **Tier I Helpdesk Support Technician** | Pacific Office Automation

As a Tier I technician, I provide support to over 300 different companies. Typically, with Windows based devices. I performed support for Office 365/Exchange, network folders, Group Policy, Active Directory, and network management. I also provided support for a wide variety of software critical to the clients' ability to function.

JUNE 2017-AUGUST 2019

### **Student IT Technician** | Oregon State University

While working at Oregon State University as a student technician, I developed skills in PowerShell, Active Directory Management, Exchange services, simple program scripting, and general tech support from printer installations to debugging Windows systems files. I have also gained an expansive knowledge of how to use both Mac and Windows based OS(s).

## SKILLS

- Helpdesk Call Support
- Ticket Support System Management
- Preventative Maintenance
- Vendor Management
- MDM Management
- Staff Education and Training
- Technical Policy Development
- Technical Documents Development
- Secure Computer Life Cycle Management
- Network Diagnostics
- VBA Scripting
- Data Recovery
- PowerShell Scripting
- Account Management
- Project Management
- Technology Standards Implementations

## Experience

- O365 Licensing
- Windows Server 2012 R2 - 2022
- 802.11 Technologies
- RJ45 Cable Management
- Fiber Management
- 1Gbps – 100 Gbps Network Management
- SonicWALL Firewall Config
- Domain Certification Management
- VPN Implementation, Support, and Management
- Website Development
- WordPress Maintenance
- Data Backup Enforcement
- Server Hardware Maintenance
- Endpoint IDS Monitoring (Malwarebytes, SentinelOne)
- RMM Management/Scripting
- Exchange Online
- UniFi System
- Azure Cloud
- Network Storage (NAS, SAN, File Servers)
- Windows Remote Gateway
- Active Directory (Kerberos)
- IIS Services
- Windows Remote App Services
- Hyper-V Virtualization
- Windows Failover Cluster
- Group Policy Management
- SaaS/PaaS/IaaS Management