

Brian Bond, MBA

Boerne, TX | 830 388 1835 | brian78006@yahoo.com | <https://www.linkedin.com/in/briannbond/>

Analytical and results-driven professional with 15+ years of experience providing technical support, maintaining accurate documentation, and installing IT infrastructure with expertise in utilizing various applications and systems. Background in overseeing budgets, building vendor relationships, organizing knowledge base, and establishing effective coordination with a record of implementing project management methodologies and setting high customer service standards. Proven ability to set KPIs with expertise in deploying and managing end-user equipment and hardware.

Professional Experience

Costa Solutions | San Antonio, TX **Systems Engineer | November 2017 – Present**

- Provide round-the-clock technical support to the company's fleet of technology devices, including on premises and Cloud Servers tablets, phones, PCs, Macs, Androids, scanners, and printers locally and at customer locations throughout the United States
- Perform UAT testing for in-house software within a distributed systems environment by collaborating with development teams to validate code accuracy and facilitate successful deployments as per customer requirements.
- Develop and deploy IT systems as per project specifications, utilizing comprehensive planning and strategies to deliver reliable and customized solutions, ensuring seamless integration and optimal functionality.
- Orchestrated the migration of email from a private cloud server to Office 365, phone system to the 3CX cloud, and servers to a new VM host while upgrading all servers to Windows Server 2022
- Created and maintained documentation of all processes and procedures for the Desktop, System Engineering and Development teams to enable effective knowledge sharing and streamlining overall operations.
- Designed and implemented a robust Forms System for the HRIS to facilitate HR processes as well as deployed Stonefly SAN appliances and setup backups and replication using Veeam for the company's file storage. Oversaw and directed a project aimed at developing and launching the company intranet solution, fostering effective internal communication and collaboration across 20 office locations.

Globalscape | San Antonio, TX **Technical Account Manager | May 2016 – February 2017**

- Delivered support to approx. 25 customers weekly by providing strategic planning, New Setups, project planning, and Client Health Checks and ensuring proper incorporation of Globalscape solutions into client's corporate systems
- Facilitated internal escalations with Product Management and Engineering teams by effectively communicating client concerns to streamline the troubleshooting of servers and network systems.
- Crafted Service Level Agreements by outlining clear expectations, deliverables, and performance metrics while designing and implementing TAM processes and dashboard for management reporting

Kforce | San Antonio, TX **Service Level Manager / Project Manager / Contractor | April 2015 - April 2016**

- Facilitated the process of creating Service Level Agreements between the U.S. Federal Courts and the Administrative Office of the Courts while overseeing the creation of Operational Level Agreements for support purpose.
- Served as a SharePoint site collection administrator and prepared a product design layout, utilizing features and capabilities to enhance information sharing, fostering a cohesive work environment for the CTHO divisions.
- Implemented best practices for project management and ITIL, while handling court communications and designing a seamless onboarding process, earning recognition from upper management and internal stakeholders
- Directed cross-functional teams with 45 individuals by providing strategic oversight in defining and prioritizing project requirements and performing tasks to optimize successful completion.
- Formulated the Communication Plan for the Cloud View project for HSB2 and facilitated all communications meetings.

Advisors Asset Management, Inc. | Boerne, TX **Help Desk Supervisor | September 2010 - April 2015**

- Utilized management skills and proficiency, consistently receiving the highest mark of "Excellent" on all biannual reviews, resulting in securing the position of an IT project manager in addition to existing responsibilities.

- Led a project upgrading 325 workstations in 10 locations across the US from Windows XP and Office 2003 to Windows 7 and Office 2010 while maintaining a customer satisfaction (CSAT) score of 4.98% out of 5.00% in less than a year.
- Initiated a project management methodology based on the company culture and risk tolerance for small projects, subsequently turning into the standard for all projects, leading to the formation of the IT Steering Committee and CAB
- Conducted comprehensive training sessions for the 16 members of the infrastructure and Network teams, equipping staff with the necessary skills and knowledge to use the methodology.
- Spearheaded the modification of the review system for the Balance Scorecard while managing a project for the evaluation and deployment of encryption products to 120 laptops and software across 325 workstations.
- Created and executed data management strategy for a team operating without documented processes, creating a knowledge base comprising 150KB+ articles within a year and monthly addition of six new articles.
- Supervised a project to select and deploy a desktop imaging system and the process by assisting with software distribution and standardization of PC imaging.

Bond Computers | Boerne, TX

Manager / Technician | March 2006 - March 2010

- Collaborated with vendors and multiple departments within the organizations and managed projects to develop 20+ websites for companies and products.
- Performed installation, configuration, and maintenance of computer systems and equipment by identifying and resolving technical issues efficiently, leading to improved customer satisfaction.
- Extended excellent services to clients and earned recognition as the Best Computer Technician, and Office Equipment Repair awards for three consecutive years as voted by the readers of the Boerne Star newspaper.

Core Competencies

LAN & WAN Troubleshooting, Budgeting, Scheduling, ITIL Framework, Technical Support, Networking, Risk Management
Cloud Computing, Voice & Data cabling, System Infrastructure, Structured Cabling, Documentation & Reporting, KPIs

Technical Skills

Microsoft Office Suite: Word, Excel, PowerPoint, MS Project, Visio, Dynamics CRM, SharePoint,

Operating Systems: Windows 7,8,10,11 Windows Server 2008, 2012, 2016, Mac, Linux

Security & Encryption Software: PGP Encryption | **Virtualization & Remote Access Software:** VMWare, HyperV

Network Connectivity: Cisco VPN | **Networking Protocol:** FTP

Education/Certifications

Master of Business Administration in Information Technology Management, Western Governors University 2015

CISCO Certified Network Associate (CCNA), 2019

Project Management Professional, Project Management Institute, Expiry: July 2024

Risk Management Professional, Project Management Institute, Expiry: December 2026

Information Technology Infrastructure Library ITIL V3 Expert, ITIL V4 Managing Professional

Professional Scrum Master | HDI Support Center Manager CompTIA A+ Continuing Education | Microsoft

Certified Professional | CompTIA Network+ Continuing Education | CompTIA Security + Continuing Education

Projects

Phone System Migration 2023 Exchange Migration 2022 Intranet Project, 2018 | Desktop Virtualization, 2016 | Domain Migration, 2014

Kaspersky Antivirus Migration | Production Migration | File Server Consolidation Project 2013 Advent Upgrade Project | Carbonite Laptop Backup Project | Active Directory Cleanup Project SD Tradeys and SC Offersys Migration, 2013–2014 Laptop Encryption Project, 2012–2013 | Windows 7 Migration, 2011–2012 | Printer Vendor Project, 2011 Imaging Project | DWW Office Move | Ticket System Upgrade, 2010–2011