

BRIAN BOND, MBA

Address: 10 Cazneau, Boerne, Texas 78006 **Phone:** 830.388.1835 **Email:** brian78006@yahoo.com

-- IT HELPDESK MANAGER --

Accomplished, highly analytical, and results-oriented IT professional, offering extensive experience in providing technical support and leadership to various companies utilizing various applications and systems. Skilled in computer networking design and administration, project management methodologies, installing new IT systems; and developing strategic plans, Standard Operating procedures, and guidelines within allotted budget and timeframe. Known for strong leadership skills, keen attention to detail, and unparalleled commitment to the highest standards of professional and personal service.

FUNCTIONAL SKILLS WITH EXPERIENCE

IT Project Management

- Held full accountability in managing voice and data cabling, data recovery, business continuity planning, website design, and IT projects while managing change to the business.
- Carried out key tasks such as project schedule arrangement, work breakdown structures, risk registers, issue logs, and requirements gathering; as well as vendor relationship with multiple suppliers, ticket and escalation process, and budget procedures.
- Managed the quality assurance process to ensure that the business was receiving the value requested.
- Demonstrated excellent skills in handling multiple system and specific company application projects, including the migration of check printing between outsourcing vendors.

Networking, System Administration and Support

- Architected networks from the ground up, planning network cable installations, performing carrier negotiations, procuring, installing and configuring networking equipment. Performed Lan/Wan troubleshooting resolving wired and wireless network system issues.
- Provided 1st and 2nd level support for off-the-shelf software products such as Windows 10 and Microsoft (Office/Office 365), corporate standard, and proprietary applications; as well as Avaya phones, printers, and server maintenance.
- Leveraged technical skills in providing assistance to small- and medium-sized business, residential clients, and customers on hardware and software issues including LAN and WAN design, configuration, and repair.

Staff Leadership and Supervision

- Managed and evaluated performance of a group of technical professionals in charge of providing assistance to 350 users nationally in 10 locations and ensuring resolution of user technical issues in conformity with designated service levels.
- Performed a wide range of tasks such as delegating activities to computer operators and project coordinators; organizing rotational shift schedules; conducting annual appraisals; recruiting and training new staff; facilitating enhancement training sessions; Creating and adhering to SLA's, and supervising annual budgeting and evaluation.

Technical Reporting and Documentation

- Identified actual cost of services through multiple Excel reports; develop and execute comprehensive presentations on new technology to assist the business in generating decisions
- Interacted with IT groups during meetings to review improvements and maintenance.
- Coordinated classification of test plans along with review of intervention plans and user guidelines.

WORK HISTORY WITH ACCOMPLISHMENTS

COSTA SOLUTIONS, SAN ANTONIO, TX

Systems Engineer

November 2018 - Current

Desktop Support Specialist III

November 2017 – November 2018

Supporting Costa Solutions fleet of technology, tablets, phones, pc's, macs, androids, scanners and printers locally and at customer sites across the U.S. Design and deploy IT systems based on project requirements.

Career Highlights:

- ✓ Documented all processes and procedures for the Desktop, Network, and Development teams
- ✓ Managed a project to create the company Intranet
- ✓ Performs UAT Testing for in house software
- ✓ Administering in house systems

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- ✓ Architected and Deployed Forms System for the HRIS
- ✓ Developed and maintained corporate desktop imaging solution
- ✓ Provide data and reporting of KPI's and trends to management

GLOBALSCAPE, SAN ANTONIO, TX

Technical Account Manager

May 2016 – February 2017

Supporting Globalscape's customers who purchased the TAM service by providing Strategic Planning, New Setups, Project Planning, and Client Health Checks. I assisted clients with ensuring that Globalscape solutions integrated well with their corporate solutions. I assisted clients with system troubleshooting and facilitated internal escalations with Product Management and Engineering as necessary.

Career Highlights:

- ✓ Created Service Level Agreements
- ✓ Troubleshooting of server and network systems
- ✓ Architected TAM processes and implemented those processes
- ✓ Created and Implemented TAM dashboard for management reporting
- ✓ Voted in as President of corporate Toastmasters Club

CAMBER, SAN ANTONIO, TX

Service Level Manager \ Project Manager- Contractor

2015- 2016

Facilitating the process of creating Service Level Agreements between the U.S. Federal Courts and the Administrative Office of the U.S. Courts. Managed the creation of Operational Level Agreements internally to underpin those agreements. Responsible for helping to implement best practices in project management and ITIL within our area of influence. SharePoint site collection administrator working to create a collaborative environment in SharePoint for the CTHO divisions. Onboarding Project Manager responsible for court communications as well as designing the onboarding process and championing that process to upper management and internal stakeholders.

Career Highlights:

- ✓ Created SharePoint 2013 product design layout for the CTHO portal that created a collaborative environment for the CTHO divisional office. Led cross functional teams in defining and prioritizing requirements, execution, and closing of the project.
- ✓ Created the Communication Plan for the Cloud View project for HSB2 and facilitated all communications meetings.
- ✓ Created Transition Plan to create Service Desk for the Cloud and View project.
- ✓ Elicited requirements and created multiple divisional SharePoint sites for CTHO divisions.
- ✓ Championed product benefits to leadership and to internal teams

ADVISORS ASSET MANAGEMENT, BOERNE, TX

Help Desk Supervisor

2010–2015

- ✓ Consistently earned the highest mark of "Excellent" on all biannual reviews; as well as selection to serve as IT project manager along with current responsibilities for exemplifying strong project management skills.
- ✓ Rendered direction to the upgrade of 325 workstations in 10 locations throughout the United States 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's culture and risk tolerance for small projects; which consequently became the standard for all company projects and resulted to the establishment of the IT Steering Committee and Change Advisory Board (CAB). Trained the infrastructure and Network teams in using the methodology.
- ✓ Interfaced with customers to effectively define key performance indicators (KPIs) that indicated the service desk's provision of value and clear targets that were self-monitoring, analysis and reporting technology (SMART).
- ✓ Led the modification of the review system for the balance scorecard; as well as a project to evaluate and deploy various encryption products to 120 laptops and software to all 325 workstations and file servers.

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- ✓ Developed and implemented a knowledge management to a team without documented processes, which resulted to its achievement of a knowledge base of more than 150 KB articles in a year, with an average of six being added each month.
- ✓ Successfully managed a project to select and implement a desktop imaging system and process, assist in software distribution, and standardize the PC imaging process; as well as migrate the entire company of 385 computers from Windows XP to Windows 7 while maintaining high customer ratings.

BOND COMPUTERS, BOERNE, TX

Owner | Technician

2006–2010

- ✓ Oversaw projects to create more than 20 websites for companies and their products in coordination with vendors and various departments within the company.
- ✓ Earned nomination for the Best of the Best in computer repair, Best Computer Technician, and Office Equipment Repair awards for three consecutive years; as voted upon by the readers of the Boerne Star in Boerne, Texas.
- ✓ Drove key efforts for the company to acquire the title of Best Computer Service Company and the Best Website Design Company throughout Boerne.

EDUCATION

Masters of Business Administration in Information Technology Management: 2015

WESTERN GOVERNORS UNIVERSITY, AUSTIN, TX

Bachelor of Applied Science in Information Technology Management: 2014

WESTERN GOVERNORS UNIVERSITY, AUSTIN, TX

CERTIFICATIONS

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) 2019

PROJECT MANAGEMENT INSTITUTE

Project Management Professional (Valid Until: Jul 2021) | Risk Management Professional (Valid Until: Dec 2020)

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY

Intermediate Certificate in Service Strategy | Intermediate Certificate in Service Design
Intermediate Certificate in Service Operation | Intermediate Certificate in Service Transition
Intermediate Certificate in Continual Service Improvement | Foundations V3 | Foundations V2
Expert in IT Service Management | Managing across the Lifecycle

Professional Scrum Master | HDI Support Center Manager

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

PROJECTS HANDLED

2021	PIT Project
2020	SAN Project
2018	Intranet Project
2016	Desktop Virtualization
2014	Domain Migration
2013–2014	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
2012–2013	Laptop Encryption Project
2011–2012	Windows 7 Migration
2011	Printer Vendor Project
2010–2011	Imaging Project DWW Office Move Ticket System Upgrade

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PROFESSIONAL DEVELOPMENT

- 2021** **CYSA Training Program**
- 2019** **NexGent Zero to Engineer Networking Program**
- 2018** **Network+ Certification: CompTia**
New Horizons Security +
- 2016** **A+ Certification: COMP TIA**
PMI-RMP 5th Edition Online Training: Simplilearn Solutions Pvt. Ltd.
Risk Management Professional Project Management Institute: ADVISORS ASSET MANAGEMENT, INC.
- 2013** INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY
Managing Across the Lifecycle | Continual Service Improvement Intermediate
Service Operation Intermediate | Service Transition Intermediate | Service Design Intermediate
Service Strategy Intermediate Examination
Professional Scrum Master: SCRUM ALLIANCE
Mastering Microsoft Project: ADVISORS ASSET MANAGEMENT, INC.
- 2012** ADVISORS ASSET MANAGEMENT, INC.
Scrum Boot Camp | Dale Carnegie High Impact Presentations | VIP Leadership
Project Management Professional: PROJECT MANAGEMENT INSTITUTE
Foundations and Best Practices Certification: INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY
- 2011** **HDI Support Center Manager (HDI-SCM):** HELP DESK INSTITUTE

ACTIVITIES

Leader—Awana's Youth Leader First Baptist Church
Entertainment Chair—Entertainment—Relay for Life, American Cancer Society | South Texas Blood and Tissue Center
Soccer Coach—FC Thunder Recreational League, Member of Help Desk Institute, Member of Project Management Institute, Member of Alamo PMI, Member of Toastmasters

TECHNICAL ACUMEN

- Software:** Microsoft Office | Microsoft Project | Microsoft Visio | Microsoft Dynamics CRM | Adobe Creative Suite (Fireworks, Photoshop, and Dreamweaver) | Microsoft SharePoint | FTP | PGP Encryption Software, VMWare DameWare | Cisco VPN
- Operating Systems:** Windows 7,8, and 10 | Windows Server 2008, 2012 and 2016, Mac, Linux