

BRADLEY KNUTSON

FULL-STACK DEVELOPER

Summary

Accomplished IT Manager and junior developer with over 5 years of experience. Has started from the bottom as a level one support specialist and, through increasing effectiveness of the individual processes, managed to move to a managerial role. Reduced response time to below one minute while maintaining a nearly perfect resolution rate. Passionate and excited for all new possibilities.

Employment

CommercialTribe IT Manager

Denver, CO
Oct. 2017 to Current

As the IT Manager I fulfill all needs and requirements from employees within the company for technological needs. I provision and maintain our array of machines and peripherals as well as monitor and maintain our local network. As part of my job I am also the lead for our external support team, including the hiring of workers and writing of the associated documentation.

IT Engineer

Denver, CO
Oct. 2015 to Oct. 2017

As an IT Engineer, I worked both internal and external tickets to remediate all technological issues for employees and customers alike. The bulk of my work was in troubleshooting the CommercialTribe application in a browser. When bugs were found I had to find steps to recreate the issue and send tickets to our development team to resolve.

IBM Level 1 Support Specialist

Boulder, CO
May 2013 to Oct. 2015, May 2013 to Oct. 2015

As a support specialist, I answered calls and chats to help resolve issues for employees at American Express. The calls regarded anything from an ADS password reset to a halted server. I responded accordingly and accurately to each one according to the severity and available resources. I was also a QA specialist for the other agents and listened to randomly selected calls to grade them on required scripts.

Contact

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Education

Centaurus High School Sept. 2005 to June 2009

University of Denver - Full Stack Boot Camp Sept. 2019 to Current

Skills

INDUSTRY KNOWLEDGE

IT Operations
Network Administration
Network Security
Project Management
Penetration Testing
Full Stack Development

TOOLS & TECHNOLOGIES

Javascript
MongoDB
SQL
Wireshark
NMap
MacOS
Windows
MS Office