

BRAEDEN SANTOS

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CONTACT ME FOR PHONE NUMBER
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CAREER OBJECTIVE

Tech-savvy, organized, logical, and outgoing individual seeking part-time help desk IT work while a full-time student at New England Institute of Technology.

EDUCATION

NEW ENGLAND INSTITUTE OF TECHNOLOGY

EAST GREENWICH, RI

October 2016 – Present | Bachelor's Degree in Cybersecurity & Network Engineering

GREATER NEW BEDFORD REGIONAL VOCATIONAL TECHNICAL HIGH SCHOOL

NEW BEDFORD, MA

August 2012 – June 2016 (Graduated) | Career Major: Information Support Services and Networking

RELATED SKILLS

- ❖ Advanced user of Microsoft Office 2007
- ❖ Trained in Help Desk Skills (customer service)
- ❖ Familiar with Windows XP, Vista 7 and 8 Operating Systems
- ❖ Typing speed: 65 words per minute
- ❖ OSHA Certified
- ❖ Microsoft Office Specialist Certified in PowerPoint & Excel
- ❖ Basic Technical Writing Skills
- ❖ Excellent organizational skills
- ❖ Works well with other people
- ❖ Good communication skills
- ❖ Knowledgeable with designing and maintaining computer networks of any size
- ❖ Setting up and configuring switches, routers, and other intermediary devices using Cisco IOS
- ❖ PC Servicing and Troubleshooting Skills
- ❖ Basic Entrepreneurship Skills

WORK EXPERIENCE

Network Administrator Assistant **February 2015 – Present**

SOUTHERN MASS CREDIT UNION

FAIRHAVEN, MA

- ❖ Responsible for all tasks on IT Checklist and assure that all tasks have been completed
- ❖ Troubleshoot and fix PC hardware and software problems
- ❖ Password Resets for Windows Domain Controller and In-House Banking System
- ❖ Supported all aspects of PC applications and Phone System
- ❖ Backed up Network Administrator for other department employees
- ❖ Assisted in any hardware/software upgrades
- ❖ Performed other duties and projects as assigned

IT Technician **June 2016 – September 2016**

FARM & COAST MARKET

DARTMOUTH, MA

- ❖ Part of the Opening Team for Farm & Coast Market, a new market & café in Padanaram Village in Dartmouth, MA
- ❖ Set up, maintained, and installed an iPad POS system used to operate the market
- ❖ Assisted with the setup, maintenance, and operation of the wireless and wired network for the market
- ❖ Assisted with any data entry needed, such as new retail and café items
- ❖ Set up, maintained, and updated product lists for CAS LP-1000n Label Printing scales
- ❖ Worked directly with the General Manager, Market Manager, Kitchen Manager, and Executive Chef to ensure a smooth operation of all IT assets of the market

ACCOMPLISHMENTS & AWARDS

- ❖ 2016 – Business Professionals of America NLC – 3rd Place in Network Design Team, 10th Place in Systems Administration using Cisco
- ❖ 2016 – SkillsUSA Massachusetts SLSC – 1st Place in Employment Application Process
- ❖ 2016 - Business Professionals of America MA SLC – 2nd Place Network Design Team, Systems Administration using Cisco, IT Concepts (Open), 3rd Place – Computer Network Technology
- ❖ 2015 - Eagle Scout – Earned 8/30
- ❖ 2015 - SkillsUSA Massachusetts SLSC – 2nd Place in Employment Application Process
- ❖ 2015 - Business Professionals of America MA SLC – 3rd Place in Network Design Team, 4th Place in Systems Admin using Cisco, Network Admin using Microsoft, and Computer Network Technology
- ❖ 2015 - Business Professionals of America NLC – Top 10 in Network Admin using Microsoft, and IT Concepts (Open)
- ❖ 2014 – BEAR Award
- ❖ 2013 – SkillsUSA NLSC – 3rd Place in Community Action Project
- ❖ 2013 - SkillsUSA Massachusetts SLSC – 1st Place in Community Action Project

MEMBERSHIPS, CLUBS, & COMMUNITY ORGANIZATIONS

- ❖ Bowling Club (2012-2014)
- ❖ Engineering Club (2014-2015)
- ❖ Boy Scouts of America (2007-Present)
- ❖ Business Professionals of America (2015-Present)
- ❖ SkillsUSA (2013-Present)

REFERENCES

Contact me for References