

Brandin Johnson

Tier 3 IT Specialist | Systems & Infrastructure Support Minneapolis, MN 55417
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Dedicated IT professional with over a decade of experience supporting diverse ecosystems, including Linux, Windows, MacOS, and mobile environments. IT support has always been a passion and not just a job for me. I love to tinker and troubleshoot outside of work as much as I do at work. I have a strong belief in good customer service and the importance of a warm smile.

Technical Skills

- **Cloud & Identity:** Okta, Azure, Active Directory, JumpCloud, AWS/GCP (User/Group Management)
 - **MDM:** Jamf, Cortex XDR Cyber Security Management, App Deployment, Patch Policy Creation
 - **Operating Systems:** Linux (Debian, Arch), Windows OS, MacOS, iOS
 - **Tools & Scripting:** PowerShell, ZSH, Bash Scripting, Jira, Google Workspace, Slack Management. Created multiple migration workflows.
 - **Artificial Intelligence (AI) & Machine Learning:** Understanding of AI integration, ChatGPT/prompt engineering, and machine learning models (TensorFlow, PyTorch).
 - **Cybersecurity:** Knowledge of network security, threat detection, data encryption, Cortex XDR, endpoint management, and compliance (ISO 27001)
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Professional Experience

Platform Science | Minnetonka, MN | *Tier 3 IT Helpdesk* | February 2025 – Present

- **Systems Management:** Lead device management and policy creation using Jamf and Jumpcloud to ensure fleet-wide security and compliance.
- **Infrastructure & Migration:** Plan and execute complex migration projects and network setups while maintaining detailed SOPs and technical documentation.
- **Automation:** Utilize PowerShell, ZSH, and Bash scripting to streamline repetitive tasks and improve system efficiency.
- **Operations:** Manage vendor contracts, hardware recycling, and data destruction services to maintain secure and cost-effective inventory.
- **Onboarding/offboarding:** Configured new hire equipment and processed terminations.
- **Cyber Security:** Deploying, configuring, and maintaining security agents (antivirus, EDR) on endpoints. Monitoring real-time alerts, investigating suspicious behavior, and mitigating threats.

Trimble | Minnetonka, MN | *Tier 2 IT Helpdesk* | September 2020 – February 2025

- **Performance Excellence:** Recognized as **Top Ticket Closer (2023, 2024)** and maintained the **Highest Customer Satisfaction Rating (2020-2023)**.
- **IT support:** Managed hardware/software implementations/troubleshooting and tested new technologies for live environment integration.
- **Identity Access:** Administered user access and device management through Azure and Active Directory.
- **Onboarding/offboarding:** Configured new hire equipment and processed terminations.
- **Operations:** Manage vendor contracts, hardware recycling, and data destruction services to maintain secure and cost-effective inventory.

Technical Service Representative | October 2019 – September 2020

- **Solutions Support:** Provided expert over-the-phone troubleshooting for ELD solutions and web-based tools.
- **Tool Development:** Created custom support tools and configured test machines to improve internal troubleshooting capabilities.

Levy Restaurants | Saint Paul, MN | *IT Supervisor* | January 2015 – July 2018

- **Team Leadership:** Developed and trained IT staff while consulting with clients on optimal technical designs for stadium-scale events.
- **Budget & Asset Management:** Oversaw hardware budgets. Manage the licensing requirements for POS systems and stadium equipment.
- **Onboarding/offboarding:** Configured new hire equipment and processed terminations.

Education

DeVry University | Chicago, IL

Computer Science | 2012 – 2016