

BRENDON BANKS

📍 Charlotte, NC

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EDUCATION & CERTIFICATIONS

University of North Carolina at Charlotte
Bachelor of Science in
Computer Science

*2023 Chancellor & Dean's List
Cum Laude*

📍 Charlotte, NC

📅 1/2021 – 12/2023

Gaston College (double)
Associate of Science
Associate of Engineering
Honors

📍 Dallas, NC

📅 8/2016 – 8/2020

University of North Carolina at Charlotte
Cybersecurity Certification

📍 Charlotte, NC

📅 2/2020 – 8/2020

WORK EXPERIENCE

Electrolux (Part-Time Internship)

📍 Charlotte, NC

Server Administrator

📅 8/2022 – 12/2022

- Managed and maintained a complex network infrastructure comprising a bountiful number of servers across multiple locations.
- Installed, configured, and optimized server operating systems.
- Monitored server performance and conducted routine maintenance tasks to ensure optimal functionality and uptime.
- Collaborated with teams to troubleshoot and resolve server-related issues promptly.
- Implemented backup and disaster recovery strategies to minimize data loss and downtime in the event of system failures.
- Documented server configurations, procedures, and troubleshooting steps for reference.

Network Administrator

- Configured and optimized network devices including routers, switches, and firewalls to ensure efficient data transmission and network performance.
- Implemented network security protocols and technologies such as VPNs, VLANs, and encryption to protect against unauthorized access and data breaches.
- Conducted regular audits and assessments to assess network health, identify vulnerabilities, and propose solutions for improvement.
- Collaborated with vendors and service providers to procure hardware, software, and services, negotiating contracts and ensuring compliance with budgetary constraints.
- Provided technical support and troubleshooting assistance to end-users and IT staff, resolving network-related issues in a timely manner.
- Maintained documentation of network configurations, diagrams, and procedures to facilitate knowledge transfer and continuity of operations.

David Vizard Performance Seminars (On-Call)

📍 Mt Holly, NC

IT Technician

📅 3/2017 – Present

- Provided technical support and assistance to end-users regarding hardware, software, and network-related issues, ensuring prompt resolution and minimal downtime.
- Installed, configured, and maintained desktop computers, laptops, printers, and other peripheral devices, ensuring compatibility and optimal performance.
- Diagnosed and troubleshooted hardware and software problems, utilizing diagnostic tools and remote assistance software to identify root causes and implement effective solutions.
- Managed user accounts, permissions, and access rights in Active Directory and other authentication systems, maintaining data security and integrity.
- Conducted regular maintenance tasks such as system updates, antivirus scans, and data backups to prevent security breaches and data loss.
- Provided technical training and documentation to end-users on IT policies, procedures, and best practices, promoting efficiency and user satisfaction.

TECHNICAL SKILLS

- **Operating Systems** - Microsoft Windows & Linux
- **Computer Programs** - Microsoft Office, Command Line (Command Prompt, PowerShell, Git Bash, Heroku CLI, & MongoDB Shell), MongoDB Compass, MySQL Workbench, Heroku (ClearDB), & GitHub
- **Coding Languages** - PowerShell, Bash, C/C++, RISC-V, SQL, Java, Python (Flask & SQLAlchemy), HTML, CSS, & JavaScript (NodeJS, Express, & MongoDB/Mongoose)
- **Cybersecurity** - Wireshark, Kibana, Splunk, Registry Editor, FTK Imager, & Autopsy
- **Networking** - Imunes & SolarWinds