

Braeden Mackereth

PA Certified - CompTIA A+ in Computer Science

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Professional Summary

Subject Matter Expert with years of desktop service desk lead experience. Entry Level Full Stack Developer with roughly 4 years across 9 projects and management experience.

Authorized to work in the US for any employer

Work Experience

SME (Subject Matter Expert)

Slipstream IT-Remote

January 2024 to Present

- Manage a team of 4-7 technicians across 4 different clients simultaneously.
- Specialize in providing expert-level support and guidance to a dedicated client, ensuring tailored solutions and exceptional service.
- Conduct detailed analyses and evaluations to solve complex technical issues specific to the client's needs.
- Collaborate closely with the client's team to develop and implement best practices and standard operating procedures.
- Deliver comprehensive training and mentorship to the client's junior technicians and support staff.
- Play a pivotal role in the client's project planning, execution, and review, ensuring alignment with their organizational goals.
- Act as a key resource for escalations, offering advanced troubleshooting and problem resolution for the client.
- Develop client-specific technical documentation and knowledge base articles to support continuous learning and operational efficiency.

Tier 2 Technical Support Representative

Slipstream IT-Remote

September 2023 to Present

- Delivered advanced technical support, addressing escalated issues from Tier 1 to ensure swift resolution and minimal disruption.
- Conducted in-depth diagnostics and troubleshooting of hardware and software problems.
- Collaborated with cross-functional teams to identify, analyze, and solve complex IT issues.
- Managed system configurations, updates, and maintenance tasks to optimize performance and security.
- Provided mentoring and guidance to Tier 1 technicians, enhancing overall team capability and knowledge.
- Developed and implemented process improvements, contributing to more efficient service desk operations and higher customer satisfaction.

Tier 1 Service Desk Analyst

Allied Digital Services, LLC-Remote

January 2020 to September 2023

- Provided top-notch technical support and exceptional customer service in a fast-paced environment.
- Diagnosed and resolved a wide range of IT issues, ensuring minimal downtime and seamless operations for end-users.
- Demonstrated strong communication and problem-solving skills in handling service requests.
- Performed remote troubleshooting to effectively resolve technical problems.
- Escalated complex cases to higher-level support when necessary.
- Maintained a proactive approach and attention to detail, contributing to high user satisfaction and efficient IT service delivery.

IT Service Technician

Santander Bank-WFH, Pennsylvania

June 2021 to December 2021

I was working for Santander Bank from my home in Coal Township, PA. I was part of a 7-person hand picked team of specialists that provide support for all company channels (retail, corporate, etc.) by means of answering and making phone calls, utilizing a ticketing system, email support, text support, and the heavy use of remote connection for help with issues that widely range on a day-to-day basis. Average amount of calls per day falls within the 50-60 range.

- Analyze and troubleshoot software and hardware issues
- Help team members identify and resolve issues with Windows 7, 8, 8.1, 10, 11, Office 2013, 365, 2016 & 2019
- Create help desk documentation with step-by-step instructions on problem resolving techniques
- Remotely test modems & routers and provide support where needed
- Provide network catalog diagnose, cable management, and troubleshooting
- Vastly familiar with hardware tools like servers, printers, VoIP, networking and telecommunications devices
- Remote administration using VNC, Lync, Team Viewer, etc.

Lead IT Technician

Save The Strays Schuylkill-Schuylkill County, PA

August 2012 to November 2020

I am the Lead IT Technician for a small non-profit organization called Save The Strays Schuylkill. We catch, spay, neuter, and adopt stray cats in Schuylkill County. I handle all aspects of the businesses technical side such as

- Maintenance of network infrastructure
- Data entry
- General computer issues
- Microsoft office duties (Word, Excel, PowerPoint)
- All technical troubleshooting
- Device/hardware installation/uninstallation
- Computer/hardware maintenance
- Handling of all incoming/outgoing emails
- Digital cataloging of all animals, and clientele

Night Operations Manager

Giant Food Stores LLC-Sinking Spring, PA

April 2018 to February 2020

- Operating and maintaining total store operations as 3rd shift store manager
- Stock all center store and misc freight that comes in on an every night basis
- Manage all 3rd shift employees
- Scheduling, budgeting, merchandising on a weekly basis
- Receive and maintain all vendors and vendor items on a nightly basis
- Center store ordering on a nightly basis
- Controlling center store back stock, shrink, etc.
- Worked hand in hand along side AP
- Regularly tended to inventory

Checkout Coach / Cash Office Associate

Giant Food-Pottsville, PA

September 2017 to April 2018

At Giant I went from a grocery associate to working in the cash office and being promoted to a checkout coach. I ran several reports daily, did my departmental ordering, was responsible for my cashiers, looked over and fixed various numbers from the previous day, and I was in charge also of all the candy on the front end along with all the tobacco products.

Education

Technical Certifications in Computer Science

Schuylkill Technology Centers-South Campus-Mar Lin, PA

August 2013 to July 2016

High school or equivalent in Academics

Schuylkill Haven Area High School-Schuylkill Haven, PA

August 2012 to July 2016

Associate's degree

Skills

- Azure
- Information Technology
- Computer Science (5 years)
- Technical Support
- Network Infrastructure
- SEO
- SharePoint
- WordPress
- DevOps
- SQL
- Customer Support (8 years)

- Information Security
- Oracle
- Google Docs (7 years)
- JavaScript
- Active Directory
- Telecommunications (1 year)
- Web Design (5 years)
- Application development
- Lead Generation (Less than 1 year)
- ServiceNow
- Business Analysis (1 year)
- WAN
- JSON
- Node.js
- Disaster Recovery
- Customer Relations (5 years)
- Visual Studio
- Scripting
- Computer Safety (5 years)
- Sales Management (1 year)
- React
- iOS (5 years)
- Linux
- Cloud infrastructure
- GitHub
- VMWare
- Computer Programming (5 years)
- Network administration
- SDLC
- Adobe Experience Manager
- Operating Systems
- C#
- DNS
- VoIP (5 years)
- Web Development (5 years)
- Databases
- Citrix
- VPN
- MySQL
- Microsoft SQL Server

- Web services
- Microsoft Office (5 years)
- Web design
- DHCP
- Sales (2 years)
- Microsoft Access
- Customer Service (5 years)
- HTML5
- Data Entry
- Business Management (1 year)
- Network Support
- Software Troubleshooting
- LAN
- Ordering (3 years)
- Accounting (3 years)
- Content management systems
- Load Balancing
- TCP/IP
- VoIP
- Web development
- Customer Relations (3 years)
- Desktop Support
- Microsoft Exchange
- Business Development (1 year)
- JSP
- Java
- System Administration
- Analytics
- Telephone Skills (10+ years)
- APIs
- Computer Repair (5 years)
- Microsoft Windows Server
- Customer Service Skills (5 years)
- Microsoft Windows
- Account Management (3 years)
- Management (3 years)
- iOS
- Scheduling (2 years)
- IT
- Help Desk

- Network Monitoring
- It Specialist
- Data visualization
- Front-end development
- CSS

Links

<http://Facebook.com/savethestrayschuykill>

Awards

Rising Star

February 2018

Awarded at Giant for being recognized as someone who is most likely to be moved up the corporate ladder. Attended Rising Star meeting on 4/17/18.

Employee of the month

December 2017

Awarded at Giant Food for outstanding performance.

Outstanding Salesmanship

February 2017

Awarded at Progressive Business Publications for hitting over 20 sales in a single day.

Top Office Seller - Month

February 2017

Awarded at Progressive Business Publications for being the top seller in the office for the entire month of February.

Certifications and Licenses

PA Certified - CompTIA A+ in Computer Science

June 2016 to Present

Acquired from Schuylkill Technology Center - South Campus

First Aid Certification

CCNA

HDI Certification