

Contact

bryan.alcala@me.com

www.linkedin.com/in/bryan-alcala
(LinkedIn)

www.credly.com/users/bryan-alcala/badges (Other)

Top Skills

IT Operations

Linux

Google Cloud Platform (GCP)

Languages

English (Native or Bilingual)

Spanish (Native or Bilingual)

Certifications

LPI Linux Essentials Certification

Adobe Certified Associate - Adobe Photoshop

Adobe Certified Associate - Adobe InDesign

Python 3 Scripting for System Administrators

Apple Certified Associate - Mac Integration 10.13

Bryan Alcala

Senior Technical Support Analyst

Jacksonville, Florida, United States

Summary

I am a detailed-oriented, Senior IT Support Analyst with 5+ years of experience working with hardware, software, administrative tasks, and end-user support for various industries and work settings. I've worked on numerous support related projects, including multiple acquisition migration and integration, IAM onboarding/offboarding management, process documentation, automation, hardware procurement and more. I am continuing my studies in Information Technology Administration & Management and Cloud Engineering to include AWS, Azure and GCP.

In my current role with Global Payments, I support a wide range of technologies utilized by employees for product development and serve as the Information Technology site leader.

Specialties: Troubleshooting, Active Directory, Azure, Google Cloud, Windows, Mac OS, Networking, AV, Data Analytics, Technical Documentation, Jamf, Adobe Photoshop

Technologies: HTML5, CSS, Python, Java, JQuery, Bootstrap, JSON, SQL, AWS, Linux

Passionate and results-driven, can execute multiple projects and assignments, and meet deadlines in a timely manner.

Fluent in English and Spanish. Apple Certified Associate.

Experience

Global Payments Inc.

5 years

Senior Technical Support Analyst

May 2022 - Present (2 years 5 months)

Jacksonville, Florida

Technical Support Analyst II
May 2021 - May 2022 (1 year 1 month)
Jacksonville, Florida

Technical Support Analyst
October 2019 - May 2021 (1 year 8 months)
Jacksonville, Florida

University of St. Augustine for Health Sciences
IT Support Technician
August 2019 - October 2019 (3 months)
St. Augustine, FL

- Handled resolution of end user requests for hardware and software issues
- Use of Zendesk ticketing system for logging and tracking of IT tickets
- Active Directory to manage user accounts, group permissions and computers
- Exchange and Office 365 Admin Center
- Utilized Kaseya IT Management and Monitoring Software
- Support for Crestron audio/visual equipment in conference rooms and classrooms
- Support for RingCentral cloud-based VOIP telephony system

Triad Financial Services, Inc. NMLS #1063
IT Support Specialist II
February 2018 - June 2019 (1 year 5 months)
Jacksonville, Florida

- Installation of desktop hardware and software
- Handled resolution of end user requests on a variety of hardware and software issues
- Use ServiceDesk ticketing system for logging and tracking of IT tickets
- Provided remote technical support to end users in remote locations with VPN access
- Setup audio/visual equipment in conference rooms
- Repair or upgrade physical hardware on laptops and desktop devices
- Use of Windows Deployment Services and MDT to create and deploy corporate OS images
- Daily use of Active Directory to manage user accounts, group permissions, computers and OU structures
- Daily use of Avaya IP Office to deploy and monitor Avaya IP phones
- Utilized Exchange for user mailbox or distribution group modifications
- Utilized Mimecast software to manage Cloud Email and Secure Messaging

- Supported the company's Encompass Loan Origination platform with modifications to custom code and forms used by the system to generate mortgage loan documents and contracts. Utilized C# and Visual Basic.
- Utilized Xcode and Android Studio to develop a custom iOS and Android application for consumers to submit loan applications

ADT

Support Specialist

January 2017 - February 2018 (1 year 2 months)

Florida

- Provide technical support assistance to internal and external customers using proprietary monitoring tools
- Managed the installation of proprietary software, configuration, and troubleshooting of company equipment such as mobile devices, laptops, desktop computers and tablets

Duval County Public Schools

Support Technician

June 2014 - September 2014 (4 months)

Jacksonville, Florida

- Use of Windows Deployment Services to reimage school workstations from Windows XP to Windows 7
- Cable management and network optimization at sites
- Use of Active Directory, SCCM and Cisco networking hardware

Education

Florida State College at Jacksonville

Bachelor of Science - BS, Computer/Information Technology Administration and Management

Generation USA

Jr. Cloud Practitioner Certification, Cloud Development · (July 2022 - November 2022)

Florida State College at Jacksonville

Associate of Science - AS, Information Technology · (2016 - 2018)