

# Ralph Brandsma JR.

Houston, TX 77386

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I have a hard-working personality and have had a passion for technology my whole life. I am always trying to learn as much as possible about my work and apply it to increase my knowledge and reach. I pick up on new ideas fast and plan a track to always continue improving that knowledge and building into other topics.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Systems Specialist**

I-Tech Technology Consulting-Houston, TX

May 2023 to Present

- Efficiently resolving client related I.T. support needs
- Updating and maintaining documentation
- Upholding a "fix right the first time" technical culture
- Upholding a "Security-First" approach to I.T.
- Ongoing technical training and certification
- maintaining the highest standards of data security and privacy,
- Creating trust-based relationships with clientele through reliable service delivery.
- Consistent follow through and follow up to ensure client satisfaction
- Extensive use of ConnectWise (PSA Software) for tracking service details, documentation, and all other relevant information
- Extensive use of Labtech/Automate RMM software for providing client support and maintenance
- Providing remote and on-site I.T. support for diverse client I.T. environments
- Maintaining and supporting Active Directory & Work Group environments
- Configuring, troubleshooting, and maintaining Microsoft 365 ecosystem of products & services:
  - Exchange
  - SharePoint
  - Teams
  - Office Suite
  - Azure AAD
- Working with vendor support contacts to resolve technical problems with computers, servers, software, network infrastructure, phone systems, Internet, and more
- Implementing and maintaining client specific I.T. security requirements
- Assisting in maintaining accurate client specific I.T. infrastructure documentation
- Recommending and/or performing applicable upgrades to I.T. systems
- On-going training of relevant I.T. related products, services, and processes

### **Network Administrator**

City Ambulance Service-Spring, TX

August 2020 to May 2023

Responsible for overseeing the company's computer systems and networks to ensure proper maintenance and security.

Daily duties include -

- Working with the Director of IT and employees to identify network and computer system needs.
- Researching and creating plans to implement further Hardware and Software improvements.
- Managing Connections between various SaaS and local systems.
- Verifying SLA's are met for critical "No-Pause" departments.
- Completing "Ticket Items" as request are made
- Overseeing the installation of new hardware and software systems.
- Setting up new devices, (laptops, phones, tablets), for Field employees
- On-Site diagnostics and repair of satellite location systems
- Manage devices needed for Events and new employee onboarding process
- Train QA-QI staff on Supporting medics with the ePCR system
- Train HR staff on using the Hiring Process Manager in Traumasoft

Overview of Previously managed, and personally implemented, Site and Systems:

- Router/Security Appliance: Fortinet FortiGate in HA mode
- Dedicated WAN connection with 1gig failover via FortiGate SDWAN
- Policy and endpoint-group based Access and monitoring for network connections
- MikroTik POE switches with VLAN Tagging by department/endpoint-group
- On-Prem Exchange 2019 Server
- Active Directory using Location > Department Hierarchy
- On-Prem Virtualization utilizing ProxMox for ~30 VDMs and 2 VSMs
- On-Prem NAS via TrueNAS for file-sharing and Hosting local access to QuickBooks Accounting software
- 2 independent Cloud-Hosted VOIP PBX's
- Wi-Fi Solution using Ubiquity UniFi APs and Controller
- over 110 MDM managed Tablets for Medic Endpoints
- over 110 MDM managed phones for PTT communications
- Personally Developed Device inventory Database and web-access for accounting for and tracking all 220 devices listed above
- Minor, personally developed, applications created to increase other Department Efficiency

## **Help Desk Manager**

Merit Technology Consultants-Humble, TX

August 2019 to March 2020

managed the performance of Level 1 and Level 2 services, and support to users. Confirmed that SLA's were achieved. Responsible for ensuring the support exceeded expectations in regards to performance and defined metrics, and that standards and processes were followed to provide effective customer service and met requirements.

## **Directional Driller and Locator**

Noble Underground LLC-Montgomery, TX

October 2018 to August 2019

Operated and Located for the Directional Drilling Machine. Planned routes and depth charts in order to meet specifications and standards for Natural Gas poly and steel pipelines. Maintained all related equipment and paperwork. Obtained a CDL for transporting machinery between sites.

## **Service Technician**

Hwy 59 Appliances LLC-New Caney, TX

June 2015 to October 2018

On the road service technician. Worked in customers' homes to perform repairs and installations.

Communicated with the customer to inform them what repairs and services were needed to solve the problem presented, and assist them to a better understanding of said problem to help them with their products in future endeavors. Technical knowledge and experience was used to interpret the symptoms and determine a solution to the presented issue.

## **Volunteer Work and Community Service**

Humble ISD-Kingwood, TX

August 2012 to February 2016

Volunteered as a Library assistant for Foster Elementary every Friday helping children who were falling behind in reading.

Provided technical support for the Office administrators at Quest Early College High School, and for the desktops, Chromebooks, and laptops provided for students and faculty.

## Education

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### **Associate's in General Studies**

Lone Star College System - Kingwood, TX

August 2013 to May 2016

## Skills

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- Project management
- Customer service
- Technical support
- C#
- C++
- System administration
- VoIP
- Microsoft Windows Server
- Microsoft Exchange
- Azure
- Windows
- DHCP
- TCP/IP
- Network security
- LAN
- DNS
- Active Directory
- PowerShell
- NGFW
- Firewall
- VMWare
- Virtualization

- Computer Repair
- Help desk
- IT support
- Server Management
- Software Troubleshooting
- Remote Access Software
- Network Monitoring
- Desktop support

## Awards

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### **Presidential service award**

May 2015

For excellence in service to the community. Over 400 volunteer/service hours.

## Assessments

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### **Technical support: Customer situations — Proficient**

March 2020

Responding to technical support situations with sensitivity.

Full results: [Proficient](#)

### **Technical support — Proficient**

December 2021

Performing software, hardware, and network operations

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.