

Brandon Mark Stout

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Career Summary

2 years of *nix system administration experience, recent RHCT, seven years of helpdesk experience, 3 in management. Knowledgebase management and authoring experience. Experience, training, and/or skills include:

Project Management	Web Development	Office Suites/Publishing	Operating Systems
➤ Knowlix & Folio	➤ CSS	➤ Acrobat Pro	➤ Unix/BSD
➤ MS Project	➤ JavaScript	➤ Corel (7-12)	➤ Windows 3.x - XP
➤ MS Visio	➤ PHP	➤ Koffice	➤ OpenSuse/Novell
➤ PowerPoint	➤ XML	➤ Microsoft (97-03)	➤ RHEL/Fedora
System Administration	➤ (X)HTML	➤ OpenOffice	Call Center Mgmt
➤ A+ Certified	Database	Spreadsheet	➤ ClarifyCRM
➤ RHCE/RHCI	➤ Access	➤ MS Excel	➤ Remedy
➤ SELinux	➤ MySQL	➤ Lotus 123	➤ Service Center
➤ Virtualization with qemu, XEN, KVM	➤ OpenOffice	➤ OpenOffice Calc	➤ Symposium
	➤ Paradox	➤ Qattro Pro	➤ Vantive

Note: Red Hat Certifications show proficiency with a proxy server (Squid), with DNS, SSH, SMTP, sendmail, IMAP/POP (Dovecot), Apache HTTP Server, TCP/IP, FTP, and with networking.

Professional Accomplishments

System and Network Administration

- Taught Red Hat Certification courses and administered Red Hat exams.
- Taught other courses on system administration with OpenSuse/SLES and Fedora/Red Hat/RHEL.
- Instructed system administrators on various Linux-based software services and products, including Squid (a proxy server), DNS, SSH, SMTP, Sendmail, IMAP, POP, TCP/IP, RCP, routing with Iptables, SAN, SELinux, Apache HTTP Server, FTP/VSFTP, and more.
- Assisted customers with networking: routing, load balancing, firewalls, TCP/IP, and more.
- Best replacement part **no defect found** rate among over 500 agents and mentors.

Helpdesk Management

- Performed advanced **Peregrine Service Center** queries, and trained agents to use it. Exported data to delimited text files for MS Access SQL Queries.
- Designed and implemented an MS Access database. This included table design, SQL queries, macros, forms, switchboards, reports, and VB modules, which automated delimited text imports.
- Designed and implemented "Learning Ticket" reports. The reports encouraged frontline agents to own their problem cases, and improved client reporting accuracy:
 - Agents using the reports **improved up to 91.3%** within 4 months.
 - Those with the most learning tickets **improved at least 50%** within one month.
 - Client reporting accuracy **improved up to 75%** within two months.
 - Most client reporting **inaccuracies dropped 50%** within a month.
 - View details at <http://mscis.org>
- Coached up to 20 agents every week, & delivered quality feedback.
- Set up **Nortel Symposium** alerts to inform of current issues, and reduce call volume.
- Designed **Symposium Real Time Displays** to monitor inbound call traffic.

Technical Writing

- Authored, edited, approved, and maintained **over 300 articles** for Knowlix/Folio Builder.
- Restructured four knowledgebases. Before changes, agents complained articles were hard to find. After the change, **all interviewed agents liked the improvements.**
- Regularly reviewed procedural documentation for accuracy and readability.
- Helped agents troubleshoot and resolve **Windows** and **MS Office** (95 to 2003) issues: Word, Excel, Access, PowerPoint, Photo-Editor, Visio, Project, FrontPage, and Outlook.
- Managed two teams in 2003: One the first six-months, another the second six-months. In both cases, my team **achieved the highest quality scores every month.**

Helpdesk

- Achieved top agent level in under a year. Less than 10% reached this level.

- Average customer satisfaction survey **rating: 9.8/10**.
- **Power of One** champion, 2005, and Sixteen-time **Power of One** award recipient.

Employment History

Stout Hosting LLC *West Valley City, UT*
Provide web and email hosting and full support to all clients.

Guru Labs *Bountiful, UT*
Red Hat (RHEL), Fedora, OpenSuse, SLES Linux System Administration Instructor.

Treeline Group *Orem, UT*
Web Application Developer. Designed web applications on a Mac with PHP, AJAX, Javascript, (X)HTML, and XML.
Tested for cross-browser compatibility.

Linux Networkx (LNXI) *Bluffdale, UT*
Software Quality Assurance tester for **Clusterworx** and **Jobworx**. Tested and used Clusterworx to provision and administer supercomputing nodes and Jobworx to schedule and prioritized jobs. Administered OpenSuse/SLES and Red Hat/Fedora systems.

Verio *Orem, UT*
FreeBSD Unix and **Red Hat** system admin support rep, assisting callers with **sendmail**, **Apache HTTP Server**, and **Unix** system administration and **PHP** and **MySQL** install, uninstall, and configuration.

Convergys Corporation *Orem, UT*
Supported Nortel's **Alteon** customers in EMEA, and **Contivity** and **Extranet Access Client** in the US.

Unisys Corporation *Salt Lake City, UT*
Helpdesk Mentor/Team Lead. Handled software, hardware, and hot caller escalations. Delivered weekly feedback. Regularly proposed new innovative solutions. Primary Folio/Knowlix knowledgebase author and administrator for all four accounts. Primary process document reviewer.

Sento Corporation *American Fork, Utah*
Senior Technician/Mentor. Managed up to 20 agents, approved hardware replacements, handled escalations, and delivered P&Ls, and training/coaching.

Education

University of Phoenix – Salt Lake City, Utah **2002 – 2005**
Master of Science in Computer Information Systems (MSCIS) **3.7/4.0 GPA**
An IS/IT business management degree.

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| <ul style="list-style-type: none"> ➤ Business Law ➤ Management Accounting Decisions ➤ Organizational Behavior ➤ CIS Project Management ➤ Database Concepts ➤ Risk Management & Strategic Planning | <ul style="list-style-type: none"> ➤ Management Communication ➤ C++ Programming ➤ Human Relations ➤ Systems Analysis and Development ➤ Programming Management ➤ Networks/Datacom |
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Brigham Young University – Provo, Utah **1995 – 1999**
Family Science BS – a social science degree **3.5/4.0 GPA**

Studied family as a social system, Family Life Education, and personal/group/business/family systems.

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| <ul style="list-style-type: none"> ➤ Research methods ➤ Financial management ➤ Group collaboration | <ul style="list-style-type: none"> ➤ Law ➤ Social Statistics ➤ Communication theory |
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Awards, Certifications, Honors, Memberships

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| <ul style="list-style-type: none"> ➤ Red Hat Certified Engineer ➤ Red Hat Certified Instructor and Examiner ➤ Gold Key National Honor Society ➤ CompTIA A+ Certified Technician ➤ NCSS – Alteon Support Specialist ➤ NCSS – Contivity Support Specialist | <ul style="list-style-type: none"> ➤ Kappa Omicron Nu Honor Society ➤ Pete Harmon Trust Fund scholarship ➤ Certified ISO 9001 internal auditor ➤ Eagle Scout ➤ Utah PHP Users Group ➤ Provo Linux Users Group |
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