

BRANDON LEON

Contact

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Skills

ScienceLogic EM7
Solarwinds Orion
LogicMonitor
PHP
Python
MySQL
MariaDB
Apache
Net-SNMP
ServiceNow
Microsoft Office Suite

Education

Heald College, Fresno, CA
Associates in Information
Technology with emphasis
in Network Security - 2006

References

Available upon request.

Profile

IT Professional with over 10 years of experience, specializing in Monitoring Solutions. I have experience with multiple monitoring platforms, am proficient in various code languages, and am adept with Linux, Microsoft, and MacOS. Seeking to leverage my skills in monitoring technologies and automation.

Experience

Monitoring Tools Engineer, Burwood Group

Apr 2016 - Mar 2018

At Burwood Group, my primary responsibility was managing the monitoring platform, ScienceLogic EM7. My job duties included:

- Reporting and analysis of customer device data to proactively reduce outages
- Administered installation of 7000+ Devices and 30+ Collectors, primarily in a phone home configuration
- Troubleshooting any issues with EM7 and working directly with the customer and ScienceLogic Support if necessary.
- Provided exemplary customer service to new and existing customers
- Ensured accurate monitoring of customer devices, and correct metrics on each device
- Execution of all adds, removes, and changes within EM7
- Developed custom PHP web-based application to display relevant alert data for operations personnel
- SKU management within ServiceNow

Software Engineer, Synoptek

Feb 2016 - Mar 2016

Enterprise Tools Specialist, Earthlink

Jun 2013 - Feb 2016

Enterprise Tools Specialist, CenterBeam

2012 - Jun 2013

During my employment in the Managed Services Department at CenterBeam, the company was acquired by EarthLink, which was later acquired by Synoptek. Shortly after the acquisition by CenterBeam I received a promotion. My primary responsibility during my employment with these three companies was overseeing the monitoring platform, SolarWinds Orion. My job duties included:

- Lead the implementation and daily operation of internal Wiki
- Execution of all adds, removes, and changes within Orion
- Managed OTB (Orion Tool Box), a custom built PHP web-based application, utilized to assist operations team's efficiency by displaying alerts that need action
- Built and deployed 4 servers for the SolarWinds Orion platform

Customer Service Engineer, CenterBeam

Nov 2009 - 2012

Customer Service Engineer, Network Insight

Nov 2007 - Oct 2009

In November of 2009 Network Insight was acquired by CenterBeam. My primary responsibility during my employment was triage and troubleshooting of devices within a customer's environment. My job duties included:

- Day-to-day processing of events and alerts on client networks
- Triage and troubleshooting of incidents, escalation to appropriate groups for further analysis and resolution if needed
- Notifying the customer if required per documented instructions
- Accurate recording of all steps of the resolution process in the ticketing system and knowledge-base to assist future incidents of a similar nature