

Brandon Agugoesi

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Active DoD Secret Security Clearance

PROFILE

Towson University Information Technology student with experience in IT Help Desk Support. Proficient Knowledge in operating, upgrading, installing, and troubleshooting Windows OS devices from Vista to 11. Current Lead Instructor for Pass It On community technical training.

STRENGTHS

- **Technical:** detail analyzing different software and identifying areas for improvement.
- **Customer Service:** provide support to end users to help reach solutions.
- **Communication:** translate/decipher technical information to non-technical users.
- **Problem Solving:** provide solutions to resolve IT problems.

EDUCATION

B.S. Information Technology, Towson University | Towson, MD May 2023

- C++ programming
- Java programming
- Computer Networking

CERTIFICATIONS

CompTIA Security + Currently Preparing (2022)
CompTIA ITF+ November 2021
Google IT Support October 2021

MILITARY EXPERIENCE

Cadet | Military Intelligence Army National Guard | Laurel, MD May 2020 - Present

- Maintain, process, and troubleshoot military computer systems and operation.
- Setup Military IT devices to provide connectivity to DoD network (e.g Modems, Satellites, Switches, Laptops, servers)
- Manage user accounts on active directory virtual machine

IT EXPERIENCE

Information Technology Pre-Apprentice | NPower | Baltimore, MD September 2021 – December 2021

- Utilize virtual machines daily to complete assigned tasks
- Device hardening; Utilizing cyber security best practices on devices
- LAN setup; Router setup, password encryption management, mac filtering
- Command Prompt, Windows PowerShell, and Linux basic utilization
- System Administration; Creating users, managing user rights, setting group policies

IT Support Specialist | Towson University | Towson, MD August 2021- Present

- Hardware diagnosis, software, and network troubleshooting
- Device consultations; repair recommendations, device upgrades
- Ticket tracking, handle calls, emails, chats, and walk ups
- Campus printer maintenance
- Student account management: password resets, account reclaims, ID verification, account lockouts

Customer Service Representative | Micro Center | Parkville, MD August 2019 - January 2020

- Provided technical explanations, do problem analysis, and recommend complete solutions to walk-in customers through consultative solution selling; build repeat business through customer satisfaction.
- Recommended components/configurations for computer systems.

- Provided Point of Care Customer Service, resolving customer related technical software and hardware problems in accordance with established policies and procedures.
- Maintained product knowledge and participated in continued sales, vendor and product training.

Lead Instructor | Pass It On | Maryland

February 2022 - Present

- Assists students, individually or in small groups, with lesson, assignments, and activities for the purpose of presenting and/or reinforcing learning concepts and reaching their academic and/or programmatic goals and potential.
- Attend training opportunities for the purpose of reviewing and coordinating instructional activities and learning new instructional techniques.
- Implement instructional learning activities for the purpose of improving students' academic, physical, and social skills.
- Monitor individual and/or groups of students in a variety of settings (e.g. classroom, playground, library, etc.) for the purpose of enforcing school rules and procedures regarding student behavior and participation and/or providing a safe, respectful and positive multicultural learning environment.
- Promote good habits for the purpose of improving the quality of students' outcome and encouraging student development.