Brian B. Tilden

IT Manager & Project Manager
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Summary

Information Technology professional with 9 years of exceptional experience and proven ability to manage and maintain mission-critical information systems. Established skills in project management, communication with stakeholders, analytical problem-solving and team building. US Military Veteran.

Skills

AWS | DevOps | Linux | Android | Windows Server | Windows 10 | Active Directory | Group Policy | Office365 | Python | PHP | MySQL | Virtualization | Networking | Information Security

Experience

Project Manager   Dec 2018 - Mar 2020
Admit One Products, Inc. Irvine, CA
- Successfully led infrastructure migration of on-premises call center to cloud-based solution resulting in drastic reduction of business expenses and improved customer service reliability
- Applied data analytics via MySQL to identify top performing products and allocate additional warehouse real estate to them by removing underperforming products from the shelves
- Re-evaluated company safety handbook and diminished warehouse safety concerns through procurement of appropriate PPE and warning signage for enhancement of OSHA compliance

IT Manager   Jun 2018 - Mar 2020
Admit One Products, Inc. Irvine, CA
- Implemented IT Help Desk solution for management and staff to submit support tickets and provide prompt technical assistance with an average resolution time of less than one hour
- Established Asset Management Rosters to monitor active wireless modems distributed to clients and suspend service for items in inventory reducing annual cellular bills by 85%
- Undertook development of Departmental Standard Operating Procedures facilitating cohesion and consistency in team members completion of assigned tasks and day to day activities

IT Support Associate   Aug 2017 - Jun 2018
Admit One Products, Inc. Irvine, CA
- Traveled to local events and throughout the state to personally deliver Android-based Ticket Scanners and trained event staff to operate equipment in a clear and concise manner
- Deployed Linux-based Point of Sale Terminals to more than 300 customers nationwide without losing accountability of a company asset or experiencing conflicts in inventory
- Provided direct Tier 3 technical support both onsite and remotely ensuring 100% availability during live events while remaining on call 24x7 to fulfill Service Level Agreements (SLA)

Ground Based Optical Surveillance System Administrator   **Sep 2016 - Jul 2017**
United States Marine Corps, Al Taqqadum Air Base, Iraq
- Administered maintenance to a redundant network of camera sensor arrays allowing command and control from a centrally located server at the Base Operations Center
- Oversaw the integration of a supplementary sensor array at an adjacent outpost vastly expanding the field of view in the area of operation and enhancing situational awareness

Infantry Squad Leader   **Oct 2015 - Sep 2016**
United States Marine Corps, Twentynine Palms, CA
- Led a team of 13 Marines through pre-deployment training while mentoring them to develop their skills as professionals and perform to the best of their abilities to accomplish the mission
- Participated in a series of leadership development and team building programs including Tactical Small Unit Leader's Course and Leading Marines Leadership and Ethics Seminar

Radio Communications Equipment Operator   **Jul 2013 - Oct 2015**
United States Marine Corps, US Embassy Baghdad, Iraq
- Configured Harris radio equipment and distributed communications handsets to superior officers and enlisted personnel while providing maintenance and support during operations
- Collaborated with operational partners within State Department to uphold communications security by routinely administering changes to frequencies and cryptographic codes

Education

Associate of Science Degree   **Expected Jun 2022**
De Anza College, Cupertino, CA
For transfer to Bachelor's Degree in Computer Science