Alex Bryant

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Gardena, CA

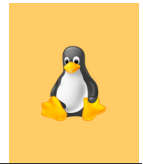**LEAD**   **HTML**   **CSS**   **MOTO**   **ADOBE**   **WIN**   **LINUX**

Objective

A lead or tech role that I can't wait to get to in the morning. Preference for fast-paced, challenging work in a culture of passionate, friendly people. Love wearing multiple hats! Looking at serious startups or flexible corporate environments.

Experience

Owner/Operator, 50/50 Garage, Aug. *2018-current*

Created a small local DIY shop (5050garage.com) for friends and motorcycle enthusiasts to learn, hang out and build!

Assoc. Engineer Video Lifecycle Service, Verizon Digital Media Services, *Dec. 2017-Nov. 2022*

Specialized monitoring, break-fix and support for entire video platform, from live events to video on demand. Real-time response to both single feed & platform-wide instabilities. Tracking & analysis of impactful issues, including direct contact with clients such as ESPN, Disney, ABC, Viacom, Sinclair, Discovery. Work with systems & dev teams to resolve complex issues within SLA. Create flex time to assist in training of new engineers.

Senior NOC Engineer, Verizon Digital Media Services, *Jan. 2016-Dec. 2017*

Serve as subject matter expert; responsible for health & performance of VDMS network, servers, applications, network devices, peering & transit connections & real-world customer traffic for clients such as Hulu, Twitter, Microsoft, & ESPN. Coordinate pods across multiple locations and escalate cases to internal groups & external providers, & follow through to timely resolution. Applied focus on continued learning, process improvement and updating internal knowledge base.

Owner/Operator, DipMyRide, *2013-2018*

Started my own plasti dip (peelable liquid car wrap) shop in 2013. A one man army, I also handle all of the advertising, web design & customer support. It's the best kind of stress! Find my work portfolio at alextaylorbryant.com.

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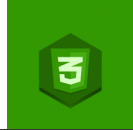
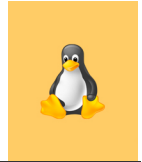**LEAD** **HTML** **CSS** **MOTO** **ADOBE** **WIN** **LINUX**

Experience (cont.)

CS Lead, (mt) MediaTemple, *2012-2014* (CS Tech III, *2011-2012*)

Responsible for managing entire support floor across all support channels, including ticket, VoIP, livechat & Twitter. From basic landing pages with WordPress questions to 4-star & international clients needing immediate triage. Realtime & post-incident follow up with legal, engineering, ops, & CS leadership. Managed & mentored a team of 10 new agents into level II & III web server techs. Built an internal front-end tool for support agent 1-touch efficiency.

IT Consultant, MKSOD, *2009-2010*

Upgraded entire office of, workstations, personal computers & mobile devices for the MKSOD dance studio (mksod.net). Provided software upgrades, inlcuding OS optimization, virus & malware removal, antivirus installation, & custom Microsoft Outlook configuration. Created redundant backup solutions.

Web & Graphic Designer, Freelance, *2007-2010*

Managed entire web presence for number of landing pages & small businesses. Services included domain registration, domain privacy, DNS configuration, web design, content uploads & server management. Work samples can be found at my portfolio site alextaylorbryant.com.

IT Tech II, Vivendi, *2005-2006*

1 of a 2 man team responsible for all I.T. support, deployment, budgets & inventory for a test floor of 200 QA analysts.

Education

Western Michigan University, Haworth College of Business, Bachelors

Major: Computer Information Systems, Minor: Business Administration

Business Data Mining & Database Applications, Networking & Data Communication, Information Assurance & Compliance, Systems Analysis & Design, Business-Driven Information Technology