

# Benet Brand

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## Education

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**University of South Alabama** | Mobile, AL  
Bachelor of Science in Information Technology

Jun 2021 – May 2025

## Skills

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**Communication:** Customer Service, Troubleshooting

**Languages:** Bash, C#, HTML, CSS, PHP, SQL

**Tools:** Remote Support, Ticketing Systems, Microsoft Office 365, Visual Studio Code, Microsoft SQL Server, MySQL

**Operating Systems:** Windows 10/11, Linux

## Work Experience

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**Technical Care Specialist I**, Sparklight – Phoenix, AZ (Remote) Jul 2025 – Present

- Performed diagnostics and troubleshooting for end-user's internet issues and equipment, achieving a first-call resolution of 75%.
- Guided users through setup and configurations of routers, modems, and switches.
- Collaborated with Lead Specialist for complex cases, improving resolution time by 7%.
- Engaged with customers in an efficient and professional manner, decreasing queue times by 5%.

**Computer Services Help Desk Tier I**, University of South Alabama – Mobile, AL Jul 2024 – May 2025

- Installed equipment, operating systems, and software for employees, increasing employee productivity and efficiency by 15%.
- Provided Tier 1 support for requests related to hardware and software inquiries in a timely resolution, increasing user satisfaction by 30% and achieving a ticket resolution rate of 90%.
- Documented and resolved incidents while escalating complex issues and redirecting users, improving cross-team communication by 15%.

## Projects

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**Alabama Service Providers Website Revamp** | aspanow.org Jan 2025 – Apr 2025

- Implemented schema markup to improve search engine optimization, increasing natural traffic by 50%.
- Assessed accessibility of original website based on WCAG 2.1, improving accessibility by 20%.
- Utilized WordPress to overhaul the website's visuals, incorporating responsive and modern design resulting in increased user engagement.
- Arranged meetings with stakeholders to assess requirements, increased stakeholder engagement and satisfaction.