**Brad Utley**

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Summary

I am an experienced IT professional with over 23 years in data centers and IT support, specializing in IT service management and leadership. I have a proven track record in managing IT support teams, applying ITIL best practices, and enhancing customer satisfaction through strategic initiatives. My expertise spans across various operating systems, programming languages, and enterprise-level IT solutions, making me well-suited for leadership roles in IT service and support operations.

Experience

**Business Analyst** **May 2022 - May 2024**

*Wells Fargo, Charlotte, NC*

* Led application production support and access management, ensuring efficient incident resolution and stakeholder communication.
* Excellent liaison skills coordinating between teams making, building relationships and ensure a project completed smoothly.
* Create documents for training material for training
* Onboarding and provide documents to train inexperienced users.
* Professional customer satisfaction using ITIL practices.
* Implemented ITIL best practices to improve service delivery and incident management across cloud and Agile environments.
* Managed enterprise-level Active Directory accounts and group policies, enhancing security and access management.
* Critical thinking and analysis in a team environment.
* Developed and maintained knowledge bases using Microsoft applications, facilitating better information sharing and problem-solving.

**Application Production Support (Cash Pro)** **Sep 2021 - Feb 2022**

*Bank of America*

* Handled L2 troubleshooting and incident management, improving application support for third-party vendors.
* Monitoring CPTOOL application for data about 3rd party payroll.
* Utilized SQL and Splunk for database management and payment troubleshooting, ensuring accurate financial transactions.
* Participated in triage processes to show and resolve complex technical issues, enhancing service efficiency.
* Collaborated with fraud check teams to ensure secure payment processing, maintaining high standards of financial integrity.

**Business Analyst** **Sept 2019 - Mar 2021**

*Bank of America*

* Extensive research-to provide support to team for improved efficiency.
* Gather and update information with Steak-holders for best practices.
* KanBan board for visual clarity on on procedure of project
* Coordinated upgrades, patching and deployment through Agile Kanban Application
* Highly skilled in creating Stories with actionable work items or tasks.
* Providing functionality for the user that result in benefits for project.
* Providing support for developing teams gathering documents needed for project.
* Project Management planning, organizing, execution and monitoring resources to achieve goals.
* Applied ITIL incident management to resolve issues swiftly in the Cashpro department, utilizing tools like cptool and Splunk.
* Facilitated the transition from Remedy to Jira for software ticketing, enhancing project management capabilities.
* Led daily stand-up meetings and patching applications, ensuring up-to-date and secure financial operations.

**Business Analyst** **Feb 2018 - Sep 2019**

*Wells Fargo, Charlotte, NC*

* Coordinated access management and mainframe support, ensuring seamless operations and data integrity.
* Integrated testing ensuring all components work together.
* Prepare a rollback procedure if unexpected issues happen during procedure.
* Update user manuals, release notes and developer documentation.
* Clearly document what is new, fixed and and any potential impacts on users.
* Involved in Daily meetings reviewing SLA and providing solutions to team.
* Extraordinary technical support and problem-solving skills.
* Extensive liaison between project management, Steak holder and staff.
* Follow-up with feedback from users such as surveys or support tickets.
* Implemented change management processes using Remedy, reducing risk, and improving incident response times.
* Highly skillful gathering data and provide information with logic and reason.
* Collaborated with Agile Dev/Ops teams to enhance productivity and service delivery.
* Managed enterprise-level Active Directory accounts, improving security and access control.

**SOC Support Coordinator** **Nov 2015 - Feb 2018**

*Axway Inc., Phoenix, AZ*

* Provided customer service and technical support, resolving issues efficiently and enhancing client satisfaction.
* Monitored mainframe operations and security threats, ensuring system stability and data protection.
* Utilized ServiceNow and Splunk for incident management and troubleshooting, improving service delivery.
* Adapted to changes and implemented security measures, maintaining a secure and reliable IT environment.

**NOC Technician** **Jan 2013 - Feb 2015**

*Pinebreeze Technologies, Chandler, AZ*

* Installed and maintained hardware, including software, servers, routers, and switches, ensuring optimal network performance.
* Managed Remedy ticketing system for hardware issues, improving resolution times and service efficiency.
* Conducted fiber and cable installations, adhering to OSHA standards and ensuring reliable connectivity.
* Maintained inventory and shipping processes, supporting efficient warehouse operations.

**NOC Technician** **Aug 2012 - June 2013**

*TAOS Consulting, Phoenix, AZ*

* Managed hardware inventory and installations, ensuring efficient data center operations.
* Configured network hardware using the OSI model, enhancing system performance and reliability.
* Conducted fiber and cable installations, adhering to industry standards and ensuring optimal connectivity.
* Provided technical support with minimal supervision, demonstrating strong problem-solving skills.

**Service Desk Analyst** **Jun 2011 - Aug 2012**

*Department Homeland Security, Chandler, AZ*

* Managed outage control and incident updates, ensuring timely communication and resolution.
* Administered RSA security tools and VPN access, enhancing network security and user access.
* Provided customer service and technical support, resolving issues with Windows 7 and Active Directory.
* Created and maintained user accounts, supporting efficient IT operations and user management.

**NOC Data Center** **2009 - 2011**

*PSCU Financial Services, Phoenix, AZ*

* Managed RSA systems and Active Directory, ensuring secure user access and network operations.
* Participated in change and risk management meetings, supporting IT infrastructure improvements.
* Provided customer service and disaster recovery support, maintaining high standards of service reliability.
* Installed and configured network hardware, enhancing data center operations and connectivity.

**Technical Support** **2008 - 2009**

*AT&T, Mesa, AZ*

* Provided technical support for cable, phone, and wireless services, resolving connectivity issues.
* Troubleshot routers and modems, ensuring reliable network performance and customer satisfaction.
* Administered RSA tokens and password resets, enhancing security and user access.
* Delivered excellent customer service, maintaining high levels of client satisfaction.

**NOC Data Center** **2005 - 2007**

*Amkor Technology, Phoenix, AZ*

* Managed mainframe operations and job scheduling, ensuring efficient data processing and system reliability.
* Monitored Unix networks and connections, troubleshooting errors and maintaining system stability.
* Supported disaster recovery efforts, enhancing data protection and business continuity.
* Provided help desk support and technical assistance, resolving user issues promptly.

**I Credit Card Terminal Support** **2004 - 2005**

*First Data Bank Support, Coral Springs, FL*

* Supported credit card terminals and system issues, ensuring seamless transaction processing.
* Provided technical support for Omni 370 and Hypercom terminals, resolving errors efficiently.
* Maintained system documentation and SLA requirements, supporting compliance and service standards.
* Utilized remote desktop tools for troubleshooting, enhancing support capabilities.

**Technical Support for Trading Platforms** **Jan 2003 - Sept 2004**

*Tradestation LLC, Ft. Lauderdale, FL*

* Monitored trading platforms and market data, ensuring accurate and timely information delivery.
* Provided technical support for trading partners, enhancing service reliability and client satisfaction.
* Utilized RadarScreen software for tracking stocks and monitoring market trends.
* Delivered data forecasts and custom alerts, supporting informed trading decisions.

Education

**Computer Science**

*Northwest Technical College*

Skills and Accomplishments

* AWS, Splunk, Python, JIRA, SQL, Mainframe, Azure, Agile, GITHUB, Cisco CCNA Network Training, A+ Training.
* Proficient in ITIL best practices, IT service management, and enterprise-level IT solutions.
* Experienced in managing IT support teams, enhancing customer satisfaction, and implementing strategic initiatives.
* Strong problem-solving skills with expertise in Windows operating systems, networking concepts, and enterprise ticketing systems.
* Public Trust Security Clearance.