

Tim Brewer

302.423.0773

tim@timbrewer.info

<https://www.linkedin.com/in/tjbrewer/>

ANALYSIS IS MY SUPERPOWER.

I have a wide variety of experience during my working years, but that's because my superpower is not industry specific. I'm that person that will provide you with the list of things that will make you say "I haven't thought about that before" or "That's a new one"! I'm that person that will take the numbers your accountant crunched and twist them in to pretzels to give you real-life scenario choices.

I have been blessed to apply these skills in the realm of technology for the past decade. However, I've used them as a teacher, trainer, manager, and writer. I can adapt my superpower to almost any sector.

Core Competencies include: Project Management, Business Analysis, Problem Solving, Management, Process Improvement, Vendor Management, Teamwork, Training & Recruiting, Organizational Leadership, Documentation, System Design, Stakeholder Liaison, Linux, Network Audit, SQL, Python, PCI

PROFESSIONAL EXPERIENCE

Stenocall, Lubbock, Texas

2016 – Present

SYSTEM ADMINISTRATOR

- Maintain Windows-based hybrid network.
- Suggest, research, test, and implement updates, upgrades, and brand new additions.
- Involved in the yearly PCI audit process.

The Story Project, Lubbock, Texas

2017 – Present

DIRECTOR

- The Story Project brings awareness to autistic individuals, working to end the stigma surrounding the neuro-type and perpetuate a new narrative.
- The Story Project has a specific aim at businesses and business leaders, working to educate them on how to change the hiring process, as well as post-hiring accommodations, to better retain solid autistic employees.

Prairie Dogs Professional Think Tank, Lubbock, Texas

2015 – Present

OWNER

- Available for a wide variety of work, with expertise in technical, project management, and some creative work.

S&T Communications, Brewster, Kansas

2016

TECHNICAL PROJECT MANAGER/PROFESSIONAL SERVICES MANAGER

- Began project management program for the company, focusing on a hybrid Lean-Kanban approach.
- Rebuild Professional Services team, focusing on both hiring of essential personnel, re-designing managed services offerings, and introducing other services such as hosted PBX and an all IP security camera system.

YK Communications, Ganado, Texas

2014 –2015

NETWORK AND INFORMATION TECHNOLOGY SUPERVISOR

- Led the implementation of a 3rd party help desk service and ACS/TR-069 technology, allowing streamlining of installation and support processes and also reducing truck rolls for troubles.
- Testing and deploying of different CPE technology with higher power wireless signal, increasing overall customer satisfaction and allowing the claim of best in-home Wi-Fi in the area.

San Carlos Apache Telecommunications Utility Incorporated / Triplet Mountain Communications Incorporated

Peridot, Arizona

2011 –2014

INFORMATION TECHNOLOGY SUPERVISOR

- Developed and created the network space for TMCI at a major colocation provider ahead of the completion of a transport network.
- Negotiated a new bandwidth provider to interconnect with to give SCATUI a 75% bigger pipeline at an 87% cost savings.
- Expanded the company's presence as a MSP in the local market. Department revenue rose 10% in the first year.
Specialties: Remote Monitoring & Management, Administration of VoIP (Cisco UCM & Barracuda Phone System), Preventative & Break/Fix Maintenance, Network Optimization

- Directed the switch of our help desk provider to a new company. Interfaced with the new provider to teach them about ISP, IPTV, and phone offerings. As a result of a successful changeover, level one ticket resolution went up 30%, and truck-rolls went down 50%.
- Worked with customer housed in a multi-building campus to oversee a replacement of their entire network. Fiber feed between buildings, Sonicwall firewall and wireless network, and the installation of a Barracuda Phone System to replace an outdated Nortel key system.

Hereford Independent School District - Hereford Junior High School, Hereford, Texas

2009 –2011

BUSINESS EDUCATION TEACHER

- Applied previous background in journalism to help launch and sponsor a school newspaper.
- Activity development for student morale boost, including a student/faculty basketball game.
- Regularly volunteered as a sponsor on trips with both the junior high and high school band programs.

South Plains Telephone Cooperative, Lubbock, Texas

2007 –2009

INTERNET CUSTOMER SERVICE REPRESENTATIVE & SUPPORT REPRESENTATIVE / SYSTEM ADMINISTRATOR

- Worked as the lead for implementation of the TR-69 based system, ClearAccess. The remote management of CPE devices helped decrease truck rolls by 30% in the first year.
- Managed the inventory of the new modems.
- Helped ClearAccess to beta test their 2nd generation system before wide deployment to their customers.

N-com / Network Lubbock, Lubbock, Texas

2006 –2007

TECHNICIAN (TEMPORARY POSITION)

- Created new logo for the company that has now proliferated to wide use in all the company's marketing materials.
- Assisted in the marketing development of new products being created by the company specifically for their clientele.
- Completed technical assignments as assigned, including building and flashing of custom server set-ups.

WSAV-TV, Savannah., Georgia

2006

11PM PRODUCER

- Was executive producer of the 2006 severe weather season special. Coordinated and attended on-location shots with weather department on-air talent. Approved scripts, graphics, reporter packages, and other material. Directed the look and feel of the special within set guidelines for station appearance.

EDUCATION

W.P. Carey School of Business at Arizona State University, Tempe, Arizona

May 2014

Master of Science, Information Management

GPA 3.57

West Texas A&M University, Canyon, Texas

May 2010

Post-Baccalaureate Teacher Certification Program

Lubbock Christian University, Lubbock, Texas

Dec 2008

Bachelor of Science, Organizational Management

GPA 3.1