Bryan Zen

New York, NY | (347)-744-3613 | bryan.zen4@gmail.com | [bryan-zen](#) | [BryanZen](#)

SKILLS

Programming Languages: Python (NumPy, Pandas), Java, SQL, Bash
Operating Systems: Windows Server (Active Directory, PowerShell), Linux, macOS, Unix
Networking: TCP/IP, Subnetting, Routing Protocols (BGP, OSPF), DNS, Firewalls, Cisco VoIP, Cisco Meraki, Cisco WAP, LAN/DMZ/WAN, DHCP, DNS, Routing Protocols, Switching, Firewalls, Wireshark
Cloud Computing: AWS Cloud, Netlify, Azure
IT Service Management (ITSM): Zendesk, Cherwell, Team Dynamix, Remote Desktop Protocol
Tools: VMware, Oracle VM, Git (GitHub), Jira, MySQL, MS Access

EXPERIENCE

Achievement First Public Charter Schools | IT Assistant | Brooklyn, NY   **June 2023 - Present**
- Manage and maintain network infrastructure across 34 charter schools, ensuring 100% connectivity through proactive MDF room cable patching and troubleshooting Cisco devices (VoIP phones, WAPs, Meraki switches).
- Provided IT support to 4,000+ employees via Zendesk, resolving technical issues and achieving a 95% customer satisfaction rate.
- Conducted hardware and software repairs in-house, reducing company expenses by $4,000 per month by eliminating the need for third-party repair services.
- Led employee onboarding by managing system access, user accounts, and permissions in Active Directory on Windows 10/11, ensuring secure and efficient system administration.

Broadridge Financial Solutions | Externship | Brentwood, NY   **Aug 2023 - May 2024**
- Worked under the project management team and participated in their Agile project management process, including scrum meetings and sprint reviews, gaining hands-on experience in project lifecycle management.

Stony Brook University | IT Field Technician | Stony Brook, NY   **Sept 2022 - May 2024**
- Led a 40+ member technical team, providing IT support to 10,000+ undergraduate and graduate residents and resolving 3-5 tickets daily across campus facilities.
- Directed on-campus job fairs, vetted interns, and engaged with 300+ prospective interns semesterly to build a skilled technical team.
- Earned the "User Experience Award" (top 2% of the department) for outstanding customer service and technical support.

EDUCATION

Stony Brook University | Stony Brook, NY   **Aug 2020 - May 2024**
Bachelor of Science in Information Systems, Systems and Network Administration

Relevant Courses: Systems Administration, Network Administration, Project Management, Scripting Languages, Computer Networks, Cloud Computing, Data Structures, Object-Oriented Programming, User Interface Development, Fundamentals of Computer Security, Database Design and Practice, Fundamentals of Information Technology, Foundations of Computer Science

INTERESTS

Duck Bud Skateboards | Founder | Stony Brook, NY   **Mar 2022 - Present**
- Founded and scaled a skateboard business, generating $7,000+ in revenue with a 70% profitability margin within the first year.
- Mentored and sponsored a community of 200+ student artists, videographers, musicians, and skateboarders, fostering creativity and collaboration.
- Designed, marketed, and sold 100+ custom skateboards and 200+ pieces of apparel, achieving a 100% customer satisfaction rate.

SBU Skate Club | President | Stony Brook, NY   **Aug 2023 - May 2024**
- Founded and led the inaugural Stony Brook Skate Club, building a community of 60+ members and organizing 20+ events. Proposed and secured $8,000 of funding for concerts and workshops.
- Spearheaded a skate park project proposal, and secured 500+ signatures from the student population in favor of a skate space on campus.