

Cody A. Bruser

brusercody@gmail.com

(513) 824-2524

Technical Skills:

- Exceptional Customer Service: Proven ability to deliver outstanding customer service.
- Prompt Troubleshooting and Diagnosis: Adept at quickly and accurately identifying and resolving issues.
- Collaborative Team Player: Enabling effective collaboration and contribution to team success.

Software: Microsoft Office, Lansweeper, Ninja RMM, Remote Desktop, Active Directory

Education:

University of Cincinnati, Carl H. Lindner College of Business

Graduation: August 2019

Bachelor of Business Administration focused in Information Systems

Projects:

- Managing a home network, NAS systems and a 24/7 security camera system.
- Building, upgrading, installing programs, and basic troubleshooting on computers
- Building and upgrading custom micro-drones for first person point of view
- Utilizing 3D printed parts and functional designs around the house

Work Experience:

HealthSource of Ohio, Cincinnati, Ohio Help Desk Technician

October 2021-Current

- Manage and resolve IT Help desk support requests for all users within the HSO organization.
- Communicate, troubleshoot, and resolve user issues, coordinating internal and external resources when necessary.
- Track all issues, communications, and resolutions in the HSO Ticketing System.
- Create documentation for common issues.
- Continually learn and understand the HSO IT environment.
- Achieved the F.A.C.E of HSO award twice in two years for going above and beyond the daily job duties

Sims-Lohman, Cincinnati, Ohio Installer

July 2021-October 2021

- Communicated clearly between crew members to effectively move and place countertops
- Ability to build strong relationships between co-workers by engaging in teamwork, and collaboration
- Ensured the importance of accurate measurements when making the final placement of the countertops

Martin and Associates, Cincinnati, Ohio Business Consultant

February 2020-June 2021

- Developed and implemented new ERP systems and upgraded existing ones depending on project needs.
- Communicated often with business clients throughout the process and gave updates of work.
- Performed troubleshooting and implemented code as needed.