

Brayden Wickel

IT Support Specialist | Help Desk Analyst

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Dedicated IT Support Specialist with over 5 years of experience delivering responsive end-user support, onboarding, and systems troubleshooting in fast-paced enterprise environments. Skilled in Windows 10, Microsoft 365, conferencing technologies, and mobile device management. Known for excellent communication, critical thinking, and white-glove support to high-profile users. Familiar with ITIL practices and cross-functional technical collaboration.

Core Competencies

- Tier 1 & Tier 2 IT Support
 - Windows 10, Microsoft Office Suite
 - Audio/Video Conferencing (Zoom, Teams, Webex)
 - Active Directory, MFA, Entra ID (Azure AD)
 - Virtual & Physical Desktop Support
 - Mobile Device Management (Intune)
 - VPN & Remote Access Solutions
 - Hardware Imaging, Setup, and Deployment
 - Root Cause Analysis & Troubleshooting
 - Excellent Written and Verbal Communication
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Professional Experience

Arthur J. Gallagher & Co.

Tier 2 Specialty Service Desk Analyst

Remote (US) | Mar 2022 – Present

- Delivered white-glove IT support to top 200 performers within a 65,000+ employee organization.
- Provided Tier 1 & Tier 2 troubleshooting for Windows 10, Microsoft 365, VPN, and enterprise software.
- Supported onboarding of 5,000+ employees via mergers and acquisitions.
- Imaged and deployed 500+ laptops; managed hardware procurement and setup logistics.

- Developed Power Automate + REST API solutions to integrate Remedy ITSM workflows, reducing QA processing time by 75%.
- Ensured compliance with security standards including MFA and endpoint security management.
- Produced top 1% metrics for compliance, call handling, and attendance.

Computer Task Group, Inc.

Tier 1 Service Desk Analyst

Remote (US) | Mar 2020 – Aug 2021

- Supported 2,000+ healthcare professionals with Windows 10, Office 365, VPN, and Citrix environments.
- Resolved 400+ tickets monthly covering hardware, software, printing, and remote access issues.
- Provided first-line support for Avaya, Peoplesoft, and mainframe applications.

Continuum Global Solutions

Tier 2 Technical Support (Third Shift)

Boise, ID | Oct 2018 – Feb 2020

- Delivered Tier 2 support for Verizon consumer products, billing, international plans, and device troubleshooting.
- Coached Tier 1 agents to improve resolution rates and customer satisfaction.

Teleperformance

Apple Support Level II

Boise, ID | Jan 2018 – Aug 2018

- Provided Level II phone and remote troubleshooting for Mac, iOS, and peripheral issues.
- Scheduled urgent repairs and ensured smooth customer experience with AppleCare processes.

Education

Bachelor's in Cyber Security Programming (In Progress)

DeVry University | Expected Nov 2025

Associate's in Information Systems & Programming

DeVry University | Apr 2024

Certifications

- CompTIA Security+
 - CompTIA Network+
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Professional Development

- Familiar with ITIL frameworks through daily incident, request, and change management workflows.
 - Exposure to insurance brokerage business processes supporting Arthur J. Gallagher & Co.
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Technical Tools

Windows 10/11, Microsoft 365, Azure AD, Entra ID, Intune, Teams, Zoom, Webex, Citrix, Active Directory, MFA, VPN, Remedy ITSM, Power Automate, REST APIs, Splunk, QRadar, Security Onion, Endpoint Security Suites.