

Brandon Winslow

914-203-0395 | bwinslow1022@gmail.com | [LinkedIn](#) | b-winslow.com

SUMMARY

CompTIA A+ certified IT Support Technician at a Miami-based managed services provider, supporting end users across multiple client environments. Experienced with Autotask ticketing, Microsoft 365 and Entra ID administration, on-premises Active Directory, and Datto RMM, backed by a production-style home lab. Currently pursuing CompTIA Network+.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2022, Linux (Ubuntu), macOS
Identity & Cloud: Microsoft 365 Administration, Entra ID, Active Directory, Group Policy, User Onboarding/Offboarding
Networking: DNS, DHCP, TCP/IP, VPN, Routers, Switches, Wireless Access Points
ITSM & RMM: Autotask, Datto RMM, ThreatLocker, Spiceworks Help Desk, SLA Management, Knowledge Base Documentation
Virtualization: Proxmox VE, Docker, LXC Containers, Remote Desktop (RDP)
Hardware: Troubleshooting, Printers, RFID Scanners, Structured Cabling, Rack Mounting, 3D Printing

CERTIFICATIONS

CompTIA A+ — Certified

CompTIA Network+ — In Progress

WORK EXPERIENCE

IT Support Technician

Aug. 2026 – Present

subIT Managed IT Services & Support

Miami, FL

- Serve as a first point of contact for client end users, working tickets in Autotask to triage and resolve hardware, software, network, and account issues across multiple managed business environments.
- Handle user onboarding and offboarding through Microsoft 365 administration and Entra ID, along with on-premises Active Directory for account, group, and permission management.
- Use Datto RMM to remote into client endpoints for troubleshooting, patching, and configuration without disrupting the user; manage application control through ThreatLocker.
- Troubleshoot connectivity issues involving routers, switches, wireless access points, printers, and VPN access; travel on site to client locations for hands-on hardware work.

Preloader

Oct. 2023 – Aug. 2026

UPS

Yorktown Heights, NY

- Scanned and routed 2,500+ packages per shift using Zebra handheld RFID scanners, managing UPS Ground Saver transfers to USPS for final-mile delivery.
- Diagnosed and resolved wireless connectivity issues between RFID scanners and networked thermal label printers to minimize downtime.
- Trained new team members on scanning procedures and equipment use in a fast-paced, deadline-driven environment.

TECHNICAL PROJECTS

Enterprise Virtualization Lab (Proxmox VE) | Home Lab

Nov. 2025 – Present

- Built virtualized environment deploying self-hosted services including Jellyfin and Nextcloud using Docker and LXC containers, managing resource allocation.
- Configured Windows Server 2022 Domain Controller with Active Directory for user and group management fundamentals.
- Implemented Tailscale VPN for secure remote access to lab environment; designed 3-2-1 backup strategy using Proxmox Backup Server to protect VMs and containers.

Home Network Infrastructure | Hardware Project

Oct. 2025 – Present

- Designed and 3D printed custom mini server rack housing a mini PC, switches, and patch panel; configured Ubuntu Server with Pi-hole for DNS filtering.
- Established scalable wired network providing stable foundation for testing and deploying services.

Spiceworks ITSM Ticketing Lab | Help Desk Simulation

Jan. 2026 – Present

- Deployed Spiceworks Cloud Help Desk to simulate a corporate IT environment, managing the full ticket lifecycle from intake through resolution.
- Prioritized tickets by severity and built a knowledge base documenting common issues and solutions.

EDUCATION

Ossining High School — High School Diploma

Ossining, NY | Sep. 2019 – Jun. 2023