

## Brian Aaron Moon

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**Availability to Interview:** No restrictions **Availability to Start:** No restrictions

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### Technology Used

Active Directory • Azure • Group Policy • Microsoft 365 • Microsoft Deployment Tools • Microsoft Office 97/2000/2013/2016/2019 • Microsoft System Center Configuration Manager (SCCM) • Remote Desktop • SCCM • Windows 95/XP/Vista/7/10/11 • Citrix XenApp • Microsoft Exchange Server 2012/2016 • VMWare • vSphere • Windows Server 2008/2019 • Android • InTune MDM • iOS • iPhone • Mac OS X • JAMF • MDM • Dameware • GlobalProtect VPN • Juniper VPN • MS Terminal Server and RDP • PulseSecure VPN • ITIL • CPanel • HTML/CSS • PHP • Remedy • Service Now • SQL • WordPress • Microsoft Copilot • ChatGPT • Kronos • PeopleSoft

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### Chronological Work History

#### **Metro Regional Government (via Motus Recruiting)**

**April 2022 – October 2023**

##### *Technical Specialist (Contractor)*

- Provided comprehensive desktop support for over 2200 devices, including deployment, configuration, and troubleshooting of desktops, laptops, and mobile devices (iPhone, iPad, Android) in a multi-domain Active Directory environment.
- Achieved a 95% first-contact resolution rate for hardware, OS, and software issues, maintaining detailed documentation of troubleshooting steps, resolutions, and customer interactions to assist future support efforts.
- Managed Office 365 account provisioning, network permissions, and email configurations for over 1,600 users, ensuring seamless access and functionality across multiple departments including waste management, parks, and the Oregon Zoo.
- Supported and maintained enterprise applications for inventory tracking, service desk ticketing, and state-wide records management, handling over 200 software installations and configurations annually.
- Lead role in delivering customer technical support for over 1600 end-users, with as many as 50+ tickets, calls and walk ups daily. Responsible for issue tracking and both internal and customer communication.
- Extensive remote work support experience, supporting over 1200 partial work from home (WFH) staff ensuring seamless and secure network service access.
- Created user guides, installation guides, and tutorials, reducing help desk inquiries by 20% through enhanced end-user understanding and self-service capabilities.

#### **Lunar Obverse, LLC**

**February 2013 – July 2016 / September 2021 – December 2021**

##### *Freelancer/Owner*

- Provided comprehensive technical support, including software troubleshooting and hardware repair services, ensuring local clients received friendly and affordable solutions.
- Developed and managed a WordPress-based personal blog with over 2,400 entries on topics such as daily life, tech issues, short fiction, and reviews, utilizing PHP, HTML/CSS, and CPanel to ensure robust and secure performance, showcasing strong writing and editing skills. This work leveraged my content creation background.
- Experienced with Microsoft Copilot and other machine learning platforms.

## **Kintechnology**

**March 2019 – September 2021**

### *System Administrator*

- Upgraded specialty laptops from Windows 7 to Windows 10 and migrated five virtual servers from Windows Server 2008 to 2019, achieving near-zero downtime for two Exchange Server 2016 migrations.
- Administered Microsoft 365, including Office licenses, Exchange, Azure AD, and InTune MDM for multiple clients.
- Managed enterprise applications for HR, Wastewater Management, Transit, Public Safety, and Finance for the City of Canby, ensuring smooth operations and upgrades.
- Provided end-to-end IT support, from hardware deployment to server maintenance across three domains and multiple sites.
- Tracked and resolved service requests efficiently, ensuring comprehensive documentation and follow-up.

## **US Bank (via eXcell / Apex Systems)**

**July 2016 – December 2018**

### *Help Desk Technician (Contractor)*

- Supported the enterprise-wide transition from Lotus Notes to Outlook/M365, specializing in Outlook support and contributing to the successful email system migration.
- Achieved high customer satisfaction scores and low average call times, leading to contract extensions and improved help desk Average Time to Resolution.
- Documented key support issues and solutions to aid the transition process and enhance team efficiency.
- Provided training and support for the transition from Windows 7 to Windows 10 and the IT Infrastructure's shift to ServiceNow.
- Implemented ITIL best practices in IT service management to streamline processes and improve service delivery.

## **Multnomah County Information Technology (MCIT)**

**September 1999 – January 2013**

### *Information Systems Specialist*

- Managed county-wide computer upgrades and the full lifecycle of desktop and laptop assets.
- Acted as primary technician for mobile device setup and provided second-tier support for complex issues.
- Utilized Microsoft SCCM for user and workstation management, including Active Directory and Group Policy.
- Implemented ITIL guidelines for workflow efficiency and standardized processes.
- Provided deskside and phone-based support for Windows systems, with expertise in Dell hardware diagnosis and repair.
- Known for skillful troubleshooting and resolution of software and hardware issues across multiple departments.

## **Education**

### **Milwaukie High School**

**Completed**

*Diploma*

## **Certifications / Trainings / Licenses**

Comp TIA A+

June 2006

Network+

February 2001