Brandon Axtmann

Langton ON, CA | P: 226-931-6119 | brandonaxtmann@gmail.com | linkedin.com/in/brandonaxtmann

EXPERIENCE

Rentsync – Remote, Canada
Technical Support Specialist   *Jan 2021 – Present*
- Managed a support inbox that received over 50 technical tickets per day, and managed the resolution of 10-20 tickets per day
- Spearheaded migration training for our platform migration from our legacy dashboard to our new, modern app
- Conducted onboarding calls with new clients to ensure they are able to fully leverage our system
- Consulted with our IT/Devops team following a major outage to help rectify and prevent major outages. Used experience in high-risk system ops to improve monitoring, reaction times, and escalation & response protocols
- Coordinated with developers to push out bug fixes, and add new features to our platform

Jumpstart Innovation Labs – Langton, Canada
Founder & CEO   *Sept 2016 – Present*
- Deployed and managed Jumpstart's 40+ servers and workstations. Managed all operating systems and software
- Created internal documentation for over 50 processes and services and participated in change management procedures for deploying mission-critical changes
- Achieved high availability by creating a global clustering service for HA and DRS. Delivered 99.6% uptime on all external services serving over 1 million requests a day
- Created and grew multiple successful products, including a cryptocurrency called NukaCoin which attained over 10,000 MAU's before the technology was depreciated
- Currently developing AdsFocused, a web platform that brings advertisers and social media influencers together to sell various types of ad spots. A closed waiting list for AdsFocused is about 400 people long, and launch is expected in Q2 of 2021. AdsFocused is built in React and will run in the local Jumpstart datacenter

Blackberry Limited – Waterloo, Canada
Network Operations Center Student   *Jan 2020 – Sept 2020*
- Provided 24/7 monitoring support to all Blackberry services including internal and external services
- Provided level 2 and 3 IT support for internal blackberry tools. Utilized monitoring tools to quickly detect issues and resolve incidents before they caused service downtime. Communicated within a team to work on large problems together
- Distributed advanced IT changes to global infrastructure for Blackberry and third parties including Wells Fargo. Utilized proper change management processes and testing to ensure the changes went smoothly
- Updated legacy internal monitoring scripts written in bash, for Windows and Linux resulting in more accurate monitoring data and eliminated all errors generated by the scripts
- Built an alert correlation algorithm to eliminate duplicate alerts and duplicate tickets, resulting in a 40% reduction in ticket and incident creation

HMCS Ojibwa – Port Burwell, Canada
Historical Analyst   *May 2017 – Sept 2019*
- Operated 1-hour tours of HMCS Ojibwa, the most modern submarine that the public can tour anywhere
- Worked with veterans to record previous stories to integrate into tours

Projects

Gibby and Spencer Bot – Langton, Canada
Founder   *Jul 2017 – Present*
- Trained an AI to continue writing new episodes of an old TV show from over 200 episodes totalling over 400GB of data utilizing TensorFlow with GPU Acceleration
- Integrated the AI into a discord bot that could be added to discord servers to share funny jokes/videos related to the TV show

Hackerbot CMD – Langton, Canada

Founder   *Jun 2019 – Present*
- Engineered an ML assisted bot to help with OSSINT (open source intelligence) gathering. Hackerbot can locate IPs, scrape websites for a certain username, and more ethical hacking techniques
- Implemented a "Safe Use" system, to detect patterns of people using this tool for unethical reasons, and systems to implement software bans

EDUCATION

Mohawk College – Hamilton, Canada   *Dec 2020*
School of Engineering Technology, Network Systems Technician Diploma

ADDITIONAL

Technical: Python, PHP, Java, HTML, C++, C#, Microsoft Azure, AWS, Node JS, React, JavaScript, Computer Hardware, Software Support, Jira, Confluence, Zabbix, Grafana, Apache/Nginx, CSS, Bash, Networking, Endpoint Security, Nexpose, Incident Response, Change Management, Chef, Ansible, Infrastructure, Servers, Helpdesk/NOC/SOC, Troubleshooting, Virtualization, Incident Command
Certifications & Training: Chef III Training, Google IT Support Professional Certificate