

CURTIS BRYANT

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Highly motivated individual with a desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Passionate about delivering results that exceed expectations and ensure client satisfaction.

EXPERIENCE

Information Systems Specialist I 07/2024 to Present
Illinois Department of Innovation and Technology - Springfield, IL

Provided technical support for end users by troubleshooting hardware/software issues, performing installations, and deploying applications using System Center Configuration Manager (SCCM).
Assisted with network configurations, including VPN setup and routing protocols, while ensuring security compliance.
Maintained service tickets, coordinated IT projects, and delivered training to enhance user capabilities.
Engaged in large-scale installations of desktop/laptop systems and offered both on-site and remote technical support to resolve statewide IT challenges.

Internet Support Representative 12/2023 to 07/2024
State Farm – Bloomington, IL

Assisted users with password resets, maintaining a healthy account status, and any other account-related issues with State Farm policyholders.
Reviewed documentation and relayed information to customers calling in to ensure that issues were dealt with swiftly while maintaining metrics set at the corporate level.

Technology Support Center Student Analyst 10/2021 to 08/2023
Illinois State University – Normal, IL

Reviewed project documentation and made significant changes to match updates to the project scope.
Devised incisive workarounds and resolutions for IT-related problems.
Assisted staff and users with computer malfunctions and program problems as well as ensuring accounts were in a healthy state.

EDUCATION AND TRAINING

Bachelor of Science: Computer Science 05/2023
Illinois State University – Normal, IL 3.5 GPA

Treasurer of Tau Beta Sigma, 2022-2023
Leadership Team of The Big Red Marching Machine, 2023

Associate of Arts w/ Honors 05/2021
Lincoln Land Community College - Springfield, IL 3.71 GPA

Member of Phi Theta Kappa, 2020
President's List, Spring 2021
Mathematics and Computer Science Departmental Honors, 2021

SKILLS

Technical Troubleshooting	Java/C++/Python	Powershell Scripting
Lite-Touch/SCCM	Microsoft Windows and MacOS	Remote Software Deployment
Application Development	Active Directory	Documentation and Reporting