

Brian Stephens

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Highly motivated self-starter with over a decade of combined professional experience as an analyst in Geographic Information systems, manufacturing ERP systems and Information Technology. A dedicated team player known for exceptional attention to detail, resourcefulness, and organizational skills. Passionate about learning and mastering new hardware and software technologies.

EDUCATION

Bachelor of Science (B.Sc.) in Geography/Geographical Information Systems (GIS)
Eastern Michigan University, Ypsilanti, MI

PROFESSIONAL CERTIFICATIONS AND DEVELOPMENT

- CompTIA Network+
- AWS Solutions Architect Associate (In progress)
- Google IT Support Professional Certificate
- freeCodeCamp Responsive Web Design Certification
- Udemy Microsoft Power BI Desktop for Business Intelligence
- Udemy PostgreSQL Course: The Complete SQL Bootcamp

PERSONAL PROJECTS

www.brianstephens.io

- Designed and deployed a personal website using HTML5 and CSS.
- Migrated from self-hosted Raspberry Pi to AWS using S3, CloudFront, Route 53, and ACM.
- Configured secure static hosting, global content delivery, DNS management, and HTTPS (SSL/TLS).
- Gained practical experience with AWS architecture and infrastructure deployment.
- Migrated from self-hosted Linux based webserver.

Bicycle Fitness Tracker

- Created a desktop application using Python, Tkinter (GUI), SQLite3 (database), and Matplotlib (data visualization).
- Allowed users to log and visualize cycling workouts via a custom GUI.
- Focused on full-stack development from data input to graphical output.

PROFESSIONAL EXPERIENCE

Extang Truck Bed Covers/RealTruck

Ann Arbor, MI

IT SUPPORT ANALYST

May 2024 to Present

- Provides primary IT technical support for a 350-person manufacturing facility, a 100-person front office, and an off-site warehouse.
- Managed Meraki dashboard settings to update SSIDs, applying changes across multiple devices and VLANs to improve network performance for SSID migration project.
- Configure and updated Wi-Fi settings for all factory floor computers after an SSID change, ensuring seamless connectivity.
- Assisted in Fortigate firewall updates to enhance network security and efficiency.
- Utilize Jira ticketing system for managing and resolving IT support tickets efficiently and ensuring timely communication with end-users.
- Performed Active Directory administration, including user account creation, management, and password resets.

- Leveraged Azure Intune to administer M365 license assignments, perform multi-factor authentication (MFA) resets, and handle user related support tasks efficiently.
- PC imaging, set-up, and deployment of new employee workstations, production floor computers and user PC refreshes.
- Zebra printer and scan-gun troubleshooting, maintenance and support.
- Collaborate with infrastructure team to ensure network connectivity and static IP addresses for new production stations.
- Repair and upgrade production floor PC's, replacing failing hard drives with SSDs and upgrading RAM to improve system performance.
- Assists users with MFA setup for secure VPN access, improving remote work security.

Extang Truck Bed Covers/RealTruck

Ann Arbor, MI

BILL OF MATERIAL (BOM) ANALYST

February 2022 to May 2024

- Company's lead Bill of Materials (BOM) Analyst responsible for creation, management, and maintenance of all components, purchased and made, and all Bill of Materials in Microsoft Dynamics GP ERP software.
- Utilized macros to optimize speed and accuracy when updating large sets of GP records; uses advanced Excel functions to ensure accuracy of data between BOM and Engineering Master Specifications.
- Partner with Engineering, Purchasing, and Finance teams to ensure BOM accuracy and updates. Balance multiple tasks, projects, and different departmental priorities independently while meeting tight deadlines and strict accuracy requirements.
- Achieved a 60% improvement in BOM accuracy during Master Spec. to BOM audit project; continuous BOM corrections as component life cycles push BOM updates.

Family-Owned Market

Ann Arbor, MI

CO-OWNER/MANAGER

April 2017 to February 2022

- Supervised staff, coached, and mentored team members in policies, procedures, and best practices with a focus on continuous improvement and professional development.
- Engaged with customers to establish rapport, identify needs of customers; demonstrated exceptional interpersonal skills in all interactions.
- Forged and fostered positive relationships with distributors; navigated intricate negotiations to secure favorable pricing and delivery terms.

Service Brands International

Ann Arbor, MI

GIS Analyst

March 2012-April 2017

- Built and managed all geo-databases and GIS data layers for multiple franchise brands, ensuring accuracy and timely updates
- Developed and standardized data naming conventions and boundary layers to maintain consistent geospatial datasets.
- Created and analyzed shapefiles and demographic data for territory planning and market analysis.
- Generated heat maps, segmentation reports, and customer location analyses to support data-driven decision-making.
- Coordinated with marketing and business teams to optimize geographic data for operational and SEO purposes.
- Maintained data quality through regular updates, troubleshooting, and workflow improvements.

URS Corporation (U.S. Marine Corps, GEOFidelis Regional Team)

Camp Lejeune, NC

GIS Analyst

October 2008-June 2010

- Managed enterprise versioned ArcSDE SQL databases for East Coast Marine Corps installations.
- Created and updated datasets, feature classes, and relationships to ensure data compliance and accuracy.
- Provided regional GIS support, troubleshooting technical issues, and testing new GIS tools and data.