

# R E S U M E

## PROFILE:



Brian Triger

Oklahoma City

Systems Analyst II

Systems Analyst II at Tinker Air Force Base with over 10 years of IT Experience. Proven expertise in systems analysis, IT Support, cybersecurity, and inventory management. Additionally, I manage social media and the primary website for Rotary District 5750.

## EDUCATION:

Broward College  
September 2006 – May 2008

## CONTACT:

brian@trigermediaokc.com  
978.290.8200  
trigermediaokc.com

## CERTIFICATIONS:

A+

Security+

## KEY SKILLS:

Systems Analysis

Podcast Hosting

Social Media Management

Technical Support

Web Design

## PROFESSIONAL EXPERIENCE:

### SYSTEMS ANALYST II DELAWARE NATION INDUSTRIES JANUARY 2022 – PRESENT

Systems Analyst II at Delaware Nation Industries since 2022, serving as the primary IT support for a federal program at Tinker Air Force Base. Responsibilities include hardware and software inventory management, computer setup and configuration, procurement consultation, and IT budgeting. Act as a Help Desk liaison, delivering expert troubleshooting and ongoing system support to ensure operational efficiency.

### PROACTIVE MAINTENANCE SPECIALIST DYNAMIC NETWORK SUPPORT JANUARY 2019 – DECEMBER 2022

Managed and maintained several thousand Windows machines, ensuring system stability through regular patching and updates. Oversaw backups, cybersecurity protocols, and daily reporting to support secure and efficient operations.

### IT SERVICE DESK ANALYST RESOLVE I.T. JANUARY 2017 – JANUARY 2019

Provided Tier 1 and Tier 2 helpdesk support for over 50 clients, including specialized assistance for large accounting firms with several hundred users. Resolved a wide range of technical issues and ensured smooth daily operations across diverse IT environments. Delivered reliable and efficient support to maintain client satisfaction and system performance.

### HELPDESK TECHNICIAN DYNAMIC NETWORK SUPPORT JANUARY 2016 – DECEMBER 2017

Provided Tier 1 and Tier 2 helpdesk support for a team of 15–20, while also assisting over 100 clients across various industries. Delivered reliable IT support for medium to large businesses, maintaining and troubleshooting critical infrastructure. Ensured smooth operations through responsive technical assistance and proactive issue resolution.

*Brian Triger*