

BRADEN HOLSCHUH

Information Technology Specialist

CONTACT

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bradenholschuh.com 

EDUCATION

Associate of Science

Computer Science

NOVA Community College

2021 - 2023

Annandale, VA

Bachelor of Science

Cybersecurity & Information

Assurance

Western Governors University

2023 - current

SKILLS

IT Infrastructure

Microsoft 365

Windows Operating Systems

Printer Troubleshooting

Account Administration

Unix Systems

Ticketing Systems

CERTIFICATIONS

CompTIA A+

CompTIA Security+

U.S. DoD Secret Clearance

WORK EXPERIENCE

IT Specialist

Defense Commissary Agency

February 2025 - current

- First point of contact for IT support across all US military base commissaries around the world for the US Department of Defense. Responsible for troubleshooting a wide range of diverse IT issues including printers and scanners, email and account issues, Windows system compatibility and errors, and other administrative tasks for users.
- In charge of routing tickets to specialized teams depending on the task, as well as maintaining and facilitating contact with several parties on certain issues as they developed in real time.
- Trained on PowerShell commands, as well as administrating Unix based databases and systems.

System Administrator

Technology Therapy Group

November 2022 - Jan 2025

- Managed the company's ticketing system, keeping track of customer requests, responding to clients, and implementing updates or fixing issues, as well as escalating issues to upper management if needed.
- Helped manage website and IT projects from inception to completion, overseeing a team of 5-10 employees, regularly attending meetings with clients to document project requirements, delegating tasks to specialist teams, as well as regular QC & review of projects both during development and after going live.
- In charge of troubleshooting IT related issues for both internal teams and external users, including Microsoft 365 and Windows OS, as well as setting up new user accounts.

Junior System Administrator

Cerybrum Corp

September 2020 - October 2022

- Working with flagship social media and cloud storage software, maintaining code base, debugging issues with the system including functionality, IT systems and website security.
- Monitored the company's ticketing system, responding to user's issues and concerns as they arose, as well as troubleshooting compatibility, IT and account issues.