

Brandon A. Bollin

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Objective

To obtain a management or lead technical role in a team oriented environment and prove to be the best resource available to my employer in that capacity.

Education

BACHELOR OF SCIENCE IN TECHNOLOGY | MAY 2014 | BOWLING GREEN STATE UNIVERSITY

- Major: Learning Design and Technology
- GPA: 3.87

ASSOCIATES OF APPLIED BUSINESS | MAY 2008 | OWENS COMMUNITY COLLEGE

- Major: Networking and Information Systems Support
- GPA: 3.76

Skills & Abilities

TECHNICAL

- Microsoft Certified Systems Engineer (MCSE)
- Senior Level SAP Identity Management Developer – v7.2 and v8.0
 - JavaScript and SQL Coding Expert
- SAP Security Administrator
- Windows PowerShell scripter
- Linux BASH Terminal Power User

MANAGEMENT

- Well versed and proficient in the complete employee lifecycle. Able to pick the right people for the right jobs and also cut ties when necessary.
- Able to handle a budget and make the most progress possible under the constraints I'm handed.

SALES

- In 2015, closed \$100k my first year in business.
- Last 6 months of 2015 saw an average close on leads of 70%.

COMMUNICATION

- Extremely comfortable public speaking and able to prepare well for presentations.
 - Able to be informative while being direct and not drawing out a presentation.
- Very well spoken and able to stay calm when dealing with difficult people.
- Highly versed in net etiquette as it applies to email and instant message communications.

LEADERSHIP

- Former Secretary / Treasurer of the Platinum Partners BNI group in Sylvania, OH.
- Former Business Owner, Tutor Doctor of Greater Toledo.

Experience

SENIOR SAP IDM DEVELOPER CONSULTANT | INVENTY NORTH AMERICA

(SAP Consulting Firm – Global HQ, Nice, France)

Jersey City, NJ / Montreal, Quebec, Canada

August 2017 to March 2019

- Developer and installer of SAP IDM v7.2 and v8.0.
- Global clients include:
 - Pharmascience – Montreal, Quebec, Canada
 - CMA CGM – Marseille, France
 - Galderma – Lausanne, Switzerland
 - Constellium – Amsterdam, Netherlands

SAP IDM DEVELOPER CONSULTANT | COKE ONE NORTH AMERICA

(IT Services Corporation servicing Coca-Cola bottlers in the United States)

Atlanta, GA

April 2016 to July 2017

- Responsible for troubleshooting existing IDM processes to find where information is being mishandled then develop a solution to correct the issue.
 - Solutions created include, but not limited to:
 - Assigning users basic rights in target repositories based on the company they work for and their job role.
 - Troubleshooting existence of Pending Values requiring approval that are stuck pending as the approval has expired.
 - Auditing of users' login credentials for security compliance.
 - Troubleshooting roles not getting assigned to target repositories even after account privilege has been added to the users' IDM accounts.
- Responsible for executing controls to account for data inconsistencies while permanent solutions are being developed to account for these inconsistencies.
- Work with on-site SAP ABAP Development staff to assist with development and testing.
- Work with SAP via OSS ticketing system to obtain support with issues beyond the scope of our department's abilities.

OWNER, SENIOR EDUCATIONAL CONSULTANT | B. AVERY ENTERPRISES, INC.

(One-on-one supplementary education and ACT test preparations company)

Sylvania, OH

November 2014 to March 2016

- Responsible for evaluating the tutoring needs of clients from K to college aged and matching them with a tutor to fill each client's individual needs.
- Responsible for evaluating, interviewing and hiring tutors from various educational backgrounds for the purpose of providing support for our clients. Some of the common needs, but not limited to this list, are:
 - Mathematics – Algebra, Geometry, Trigonometry, Statistics and Calculus
 - English – Basic writing skills thru college level work
 - Foreign Language – Spanish, American Sign Language, Russian
 - ACT Test Preparations – Average client gained 3 to 5 points on their ACT test scores
- Responsible for networking with various organizations, such as area high schools, youth based and armed service veterans organizations, for the purpose of finding clients in need of our services.
- Responsible for creating advertising campaigns to attract new leads and inform clients about the services we offer.
- Closed \$100k in business in 2015, last six months of 2015 saw an average close rate on sales lead of 70%.

SAP IDM DEVELOPER – SENIOR CONSULTANT | COMMERCIUM TECHNOLOGY, INC.,

(Identity & access management, data management & collaboration, and data security consulting firm)

Rumson, NJ

July 2013 to October 2014

- Team member for IDM Upgrade project at **Ferguson Enterprises**,
- Responsibilities included:
 - Prepare through SAP IDM Upgrade and system configuration documentation including screenshots and detailed information on workflows
 - Create and maintained custom reports on IDM Database via Crystal Reports writer showing users' memberships of various roles within the network and show dormant user accounts for AD cleanup efforts
 - Update Termination Flow process to allow for great efficiency and provide documentation on the process
 - Optimize IDM job queries against the SQL databases for greater efficiency
- Technical Lead for IDM Post-Go Live Issues Mitigation Project at **PerkinElmer, Inc.**
- Responsibilities included:
 - Troubleshoot existing provisioning workflows to see where data synchronization issues exist
 - Develop new workflows or fix existing workflows to properly provision user account information between SAP HCM, IDM and AD
 - Refine process by which contractors are entered into the company's system so that they expire after a certain time to insure unneeded accounts don't remain in the system and active indefinitely
 - Develop process to bring previously skipped over AD contractor accounts at Go-Live into the control of IDM
 - Train company's IDM administrator that he may be able to adequately support the system post-project
 - Provide highly detailed documentation on all developed solutions

SAP IDENTITY AND ACCESS MANAGEMENT ADMINISTRATOR 1 | FIRST SOLAR, INC.

(Designer and manufacturer of solar panels for commercial power grid and residential energy production)

Perrysburg, OH

October 2008 to May 2013

- Administer the SAP Identity Management system
- Responsible for making sure users' rights are properly provisioned to our SAP and AD environments
- Troubleshoot provisioning issues as they occur
- Level 1 development of maintenance jobs for use in the SAP Identity Center MMC
- Audit of security rights for service and shared Active Directory accounts
- Monitor company's StealthAudit implementation for violations of security policy
- Provide technical documentation of common troubleshooting procedures and environment upgrades/changes in the IDM system
- Evaluated cloud document sharing solutions and recommended a company wide solution for online collaboration
- As an IT Technician I:
 - Supported Blackberry based & iPhone mobile devices
 - Supported, configured, and troubleshot Dell based laptop and desktop PCs.
 - Supported, configured, and troubleshot Windows XP and Windows 7
 - Installed & supported Sprint and AT&T USB Cellular Network cards
 - Support Windows Server 2003 & 2008 Active Directory environment
 - Supported, configured, and troubleshot Microsoft Office 2007 & 2010, Visio 2007, & Project 2007
 - Supported, configured, and troubleshot Cisco VPN Client Software v4.0.5
 - Supported, configured, and troubleshot Cisco Unified CM VoIP Phone System

DESKTOP / NETWORK SUPPORT TECHNICIAN | FAURECIA EXHAUST SYSTEMS, INC.

(Automotive supplier, main technical hub for Faurecia Exhaust for all of North America - 200+ users supported)

Toledo, OH

May 2007 to October 2008

- Supported & troubleshot Blackberry, Palm (both phone & stand-alone devices, all versions), and Windows Mobile v6 devices
- Installed & supported Verizon & Sprint PCMCIA Cellular Network cards
- Supported Dell, IBM, and Compaq Servers
- Supported Advanced Server 2000, and Server 2003 Active Directory environments
- Supported, configured, and troubleshot Windows 9x thru XP, and some Vista
- Supported, configured, and troubleshot Microsoft Office Professional 2003, Visio 2003 & 2007, and Project 2000 & 2003
- Supported and configured VERITAS Backup Exec v8.6 thru v10.1
- Supported, configured, and troubleshot AT&T Global Network Client VPN Software v6.9 thru v7.2
- Configured IBM Client Access for AS400 v5.0

Additional Affiliations

- Sylvania Southview High School Engineering Technology Advisory Committee Board Member
- Sylvania Northview High School Computer Technology Advisory Committee Board Member
- NCAA, NAIA, OHSAA, MHSAA Baseball Umpire
- OHSAA, MHSAA, ASA/USA, USSSA Fast-Pitch Softball Umpire