

# Scot Britton II

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## Professional Summary

Versatile IT professional with 10 years of experience across MSP helpdesk support, network infrastructure, and systems administration. Proven ability to deliver Tier 1/2 support, manage AD/O365 environments, and deploy physical networking infrastructure. Highly analytical with a track record of rapid problem resolution.

## Technical Skills

- **Support & Cloud:** Tier 1/2 Support, Active Directory, Azure AD, Microsoft 365, Google Workspace.
- **Networking & Comms:** TCP/IP, DNS, VPN, Fortinet Firewalls, Switch/Router Config, VoIP (3CX), SIP.
- **Infrastructure & Hardware:** Cat5/Cat6 Cabling, Rack & Stack, IP Cameras, Access Control, PC Repair.
- **Systems:** Windows Server, Linux (CLI), POS Systems, Ticketing Systems.

## Work Experience

**Somos** | Technology Support Specialist Aug 2024 – Present

- Provide Tier 1/2 support for MSP clients, resolving Windows, networking, O365, and VoIP issues.
- Manage user accounts, permissions, and group policies within AD and Azure AD.
- Manage a high-volume Tier 2 escalation queue, prioritizing critical infrastructure and stability.

**Inatel** | Low Voltage Technician Dec 2023 – Aug 2024

- Routed, terminated, and tested Cat5/Cat6 cabling for commercial network infrastructure.
- Installed and configured structured cabling systems, patch panels, and wall jacks to industry standards.

**Vallarta Supermarkets** | Helpdesk Analyst May 2023 – Nov 2023

- Provided remote/on-site support for 50+ locations, supporting POS, self-checkout, and VoIP.
- Administered AD accounts, O365 licenses, and group policies for a distributed workforce.

**Centerpointe Solutions Group** | Low Voltage Technician / IT Specialist Sept 2020 – May 2023

- Provided IT support for small businesses, managing network configs and workstations.
- Installed low voltage data cabling and deployed security systems for commercial clients.

**M-theory Group** | Product Support Specialist Feb 2020 – Sept 2020

- Delivered remote MSP helpdesk support, executing disaster recovery, backups, and security audits.

**Holstrom Block & Parke** | IT Manager Sept 2019 – Feb 2020

- Sole IT Manager for 90+ users across 5 locations; managed technical support, infrastructure, and hardware.

### **Earlier Experience (2016 – 2019)**

- **M-theory Group**, Helpdesk Engineer (Aug 2018 – Sept 2019)
- **Streamlined Technologies**, Technician (May 2016 – Aug 2018)

### **Education**

- **High School Equivalency** (Completed at age 16)