

Brandon Bolton

PRODUCTION ENGINEER · INFRASTRUCTURE,
AUTOMATION & ENDPOINT SECURITY

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SUMMARY

Production engineer with 18+ years in IT and operations, the last several focused on infrastructure and automation. Closed 5,300+ support tickets and cases, held a 2.6-hour median resolution time, shipped 200+ automation scripts (PowerShell, Python, Bash), and stood up Intune on a 4-day deadline, now managing 420+ workstations. Keeps 900+ Windows, macOS, and Linux endpoints patched, hardened, and compliant, backed by runbooks and documentation the rest of the team can run with.

CORE SKILLS

Languages	Python, PowerShell, Bash, YAML, SQL / T-SQL
Cloud & Endpoint	AWS (EC2, S3, SES), Microsoft Entra ID, Microsoft Intune, Jamf, Autopilot, Ansible / AWX
Systems	Linux administration, Windows Server & Client, SSO / SAML / OAuth, SFTP, vulnerability management & FIM, monitoring (LogicMonitor, Grafana, Prometheus)
Practice	ITIL service management, root-cause analysis, runbook-first incident response, metrics-driven ops, mentoring & documentation

EXPERIENCE

Production Engineer — Comply Feb 2025 — Present

- Closed 2,300+ tickets across 2025–2026 at a median resolution time under 3 hours.
- Led the Windows 10 → 11 migration of the 124 workstations still on Windows 10 via a two-stage rollout that held average end-user downtime to 10–15 minutes; finished two months ahead of schedule.
- Configured Intune for Windows workstation administration inside a 4-day deadline, having never touched it before, then rolled it out across the fleet, now 420+ workstations under management.
- Built Jamf Pro for the macOS and iOS fleet starting from an empty tenant: every device and security policy, plus automated patch management.
- Built 57 PowerShell automation scripts that pull, transform, and stage broker feed files from 38 financial institutions including UBS, Chase, Schwab, Goldman Sachs, and Merrill Lynch.
- Remediated a critical patching gap across a 150+ server Linux fleet (Amazon Linux, Ubuntu, Red Hat) with idempotent Ansible playbooks on AWX, patching each server in under 25 minutes with auditable logging, and remediate a monthly cross-platform vulnerability report (Windows, macOS, Linux), backed by hardening automation I built: VPN onboarding, BIOS and Secure Boot enforcement, and fleet-wide File Integrity Monitoring.
- Carry a 24/7 on-call rotation for critical incidents, regularly the escalation point even outside scheduled weeks.

Technical Support Specialist — Comply Mar 2022 — Jan 2025

- Closed 1,954 tickets in 2024 (82.4% within 24-hour SLA, 2-hour median resolution), nearly double the 2023 volume of roughly 1,000 cases across Salesforce and Jira.
- Promoted to Level 3 within 18 months, taking on infrastructure escalations; authored 40+ knowledge base articles and trained a newly formed specialist team.
- Owned the primary support relationship with a major institutional client, including SSO/SAML integration troubleshooting.

Independent Contractor, Website Maintenance — Between Friends Sep 2022 — Aug 2023

- One-year on-call WordPress maintenance contract for a Chicago nonprofit supporting survivors of domestic violence: monthly security updates, zero downtime, and a 48-hour SLA on usability, hosting, and code issues.

Earlier Experience — PepsiCo & Jewel-Osco 2013 — 2022

- People leadership and operations before moving full-time into IT: Receiving Department Head at Jewel-Osco (led an 8-person team for 4.5 years, developing associates into supervisory roles) and field representative at PepsiCo.

Help Desk Technician — Zion-Benton Township High School Aug 2008 — Jun 2012

- Supported 200+ devices and 500+ users across desktops, servers, printers, VoIP, and classroom AV, and managed purchase orders and vendor relations. Taught an after-school Tech Crew program, mentoring 20+ students in hardware repair and troubleshooting.

EDUCATION

B.S. Software Engineering · Western Governors University Expected August 2026

Board of Governors Associate Degree · Pierpont Community & Technical College Completed

CERTIFICATIONS

ITIL 4 Foundation · PeopleCert Oct 2025 — Oct 2028

CompTIA Project+ · CompTIA Aug 2024 — Aug 2027

AWS Certified Cloud Practitioner · Amazon Web Services Aug 2023 — Aug 2026