

Contact

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(Personal)

Top Skills

Technical Support
Python (Programming Language)
IT Operations

Languages

English (Native or Bilingual)
Spanish (Native or Bilingual)

Certifications

Dante Certification Level 1

Brendon King

Microsoft Support Supervisor | MS-ETM | INTP
Peyton, Colorado, United States

Summary

As a Microsoft Support Engineer with over seven years of experience in IT operations and technical support, I specialize in the Microsoft 365 technology stack, including Office, Azure, Teams, and Exchange. I hold a Master's degree in Engineering and Technology Management from Utah Valley University. Fluent in both English and Spanish, I am dedicated to delivering innovative solutions and exceptional customer service. Let's connect and explore how we can collaborate!

Experience

CallTower

5 years 4 months

Microsoft Support Supervisor

August 2025 - Present (1 year 1 month)

South Jordan, UT

Support Engineer

March 2023 - August 2025 (2 years 6 months)

South Jordan, Utah, United States

Delivered expert support across Microsoft 365, Azure, Intune, and Teams. Deployed custom tooling using Python and PowerShell to automate workflows and enhance support efficiency. Led ongoing team process improvements, streamlining case handling and documentation practices. Resolved complex technical issues, contributed to incident response and root cause analysis, and downtrained Tier 1 and Tier 2 technicians to elevate team performance and knowledge.

Senior Support Technician

June 2022 - March 2023 (10 months)

South Jordan, Utah, United States

Delivered advanced support for Microsoft 365, Azure, Intune, and Teams. Investigated and resolved escalated technical issues, collaborated with engineering teams, and contributed to root cause analysis. Downtrained Tier 1

technicians to improve knowledge transfer and resolution efficiency. Authored internal documentation and automated support tasks using PowerShell.

Support Technician

May 2021 - June 2022 (1 year 2 months)

Salt Lake City, Utah, United States

Provided frontline support for Microsoft 365, Azure, Intune, and Teams. Handled initial triage, resolved common issues, and ensured accurate case documentation. Escalated complex problems to Tier 2 while maintaining high customer satisfaction. Supported end users with account setup, access issues, and basic troubleshooting across cloud services.

Utah Valley University

2 years 5 months

Support Technician

January 2020 - May 2021 (1 year 5 months)

Orem, Utah, United States

Specialized in audiovisual systems support across campus, including Crestron control systems and Dante audio networking. Installed, configured, and maintained AV equipment in classrooms, lecture halls, and event spaces. Provided technical assistance to faculty and staff, ensuring seamless operation of AV technologies. Collaborated with IT and facilities teams to troubleshoot issues, perform system upgrades, and support live events.

Computer Specialist

January 2019 - February 2020 (1 year 2 months)

Provo, Utah Area

Managed the sales, deployment, and repair of Apple Mac systems across campus. Provided expert support for macOS hardware and software, ensuring smooth operation for faculty, staff, and students. Coordinated with departments to assess technology needs, configure devices, and deliver tailored solutions. Performed diagnostics, repairs, and upgrades, maintaining a high standard of service and minimizing downtime.

Education

Utah Valley University

Master of Engineering and Technology Management, Information Technology · (August 2022 - May 2024)

Utah Valley University

Bachelor of Science - BS, Information Technology · (August 2017 - May 2022)

Mountain Vista High School

· (2009 - 2013)