

# Jeff Brissault

Philadelphia | PA | [jeff.brissault@temple.edu](mailto:jeff.brissault@temple.edu)

## EDUCATION

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Temple University – Fox School of Business, Philadelphia, PA

**Bachelor of Business Administration**

May 2026

Major: Management Information Systems

Delaware County Community College, Media, PA

**Associate in Business Administration**

May 2020

Transfer with 63+ Credit Hours

## EXPERIENCE

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Children's Hospital of Philadelphia, Philadelphia, PA

April 2022 – June 2024

**IS System Analyst**

- Resolved an average of twenty hardware issues weekly involving computers, printers, scanners, and peripherals, ensuring minimal disruptions to patient care and operational workflows.
- Managed user accounts and application configurations, streamlining communication and collaboration through advanced proficiency in Microsoft 365, improving response times by 15%.
- Utilized ServiceNow to track and manage 20 daily incidents and oversee a 500+ item asset inventory, reducing incident resolution times by 20% through efficient platform configuration.
- Re-imaged five faulty devices per week using a centralized server, minimizing downtime, and ensuring continued productivity across hospital departments.
- Processed an average of ten devices per month for RMAs and decommissioning, ensuring compliance with hospital standards for IT asset management.

Wells Fargo, Philadelphia, PA

September 2021 – December 2021

**System Support Analyst**

- Assisted the engineering team by monitoring and handling dozens of daily requests through Jira Cloud, accelerating configuration processes and improving team efficiency.
- Assigned over forty customer requests daily via Pac2000, facilitating secure file transfers and ensuring timely delivery of services to support secure banking operations.
- Supported approximately twenty-five users weekly through email, Microsoft Teams, and phone, providing remote technical assistance to ensure smooth day-to-day operations.
- Utilized Active Directory to gather and update user information for a base of 500+ employees, ensuring accurate and secure account management.
- Managed daily, weekly, and monthly reports using Microsoft Excel, contributing to team reporting processes and improving overall data transparency and workflow tracking.

## EXTRACURRICULAR EXPERIENCE

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**Member**, Temple Association of Information Systems

September 2024 – Current

## CERTIFICATIONS

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**File Transfer Professional**, Wells Fargo

September 2021

**Micro-Certification - Welcome to ServiceNow**, ServiceNow

June 2024

## SKILLS & INTERESTS

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**Technical Skills:** Microsoft 365, ServiceNow, Jira Cloud, Active Directory, SCCM Remote Control, Remote Desktop Protocol (RDP), Pac2000, Hardware/Software Troubleshooting, Incident Management, Epic Rover, Ground Control, Citrix, Command Prompt, PowerShell, Windows/Mac OS

**Soft Skills:** Problem-Solving, Communication, Collaboration, Time Management, Adaptability, Critical Thinking, Customer Service, Teamwork

**Interests:** Health, Fitness, Self-Development, Trading, Cybersecurity, Networking, Data Analytics

**Languages:** Haitian-Creole (native), English (Fluent), French (native)

