

Brandon Streitmatter

Information Technology Operations Team Lead

Bettendorf, Iowa

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PROFESSIONAL EXPERIENCE

RSM US | Bettendorf, Iowa

IT Customer Operations Team Lead

Jun 2024 - Present

- Lead an 8-person depot managing all US hardware provisioning (100–1,500 monthly new hires) and Break/Fix operations for a 16,000-employee workforce.
- Set firm-wide IT hardware standards and supply localized equipment to regional IT support teams.
- Automate depot workflows and cross-functional data collection by developing custom applications and scripts saving countless manual hours.
- Engineer role-based provisioning systems that automatically deploy specific hardware and software tailored to a new hire's job profile.
- Track hardware lifecycles, manage inventory, and generate reporting using ServiceNow to consistently meet strict, time-sensitive deployment deadlines.
- Author operational SOPs and knowledge base articles to establish consistent depot processes and training.

Information Technology Systems Administrator

Aug 2022 - Jun 2024

- Managed daily maintenance, performance tuning, and health monitoring for enterprise server infrastructure.
- Led complex infrastructure upgrades across 70+ Dell hosts, successfully maintaining zero downtime during critical updates.
- Administered the complete VDI lifecycle, handling the deployment, troubleshooting, and decommissioning of virtual systems.
- Authored over 100 knowledge base articles to standardize internal troubleshooting and system administration processes.

Senior IT Advanced Customer Support

Aug 2021 - Aug 2022

- Directed Subject Matter Expert (SME) workgroups to standardize internal troubleshooting and drive team-wide process improvements.
- Managed the end-to-end execution of time-sensitive IT projects, ensuring all technical milestones and delivery deadlines were met.

Information Technology Coordinator

Mar 2019 - Aug 2021

- Provided foundational on-site Tier 2 hardware, software, and network support to maintain daily operations for an office of 300+ users.
- Administered Active Directory environments, managing user provisioning, security groups, and system access controls.
- Executed localized IT asset management logistics, tracking the complete hardware lifecycle from initial procurement through deployment.

Service Desk Analyst (Contract)

Jun 2018 - Mar 2019

- Delivered rapid, first-line technical support across the enterprise to resolve hardware, software, and network connectivity issues.
 - Triageed and escalated complex incidents to advanced Tier 2 teams, maintaining strict adherence to service desk SLAs and resolution timelines.
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SKILLS & TOOLS

- **Technical & Automation:** AI-Assisted Programming & Scripting, Role-Based Provisioning, VDI Lifecycle Management, Server Performance Tuning, Active Directory, OS Imaging.
- **Platforms & Tools:** ServiceNow (Custom Dashboards & Reporting Architecture), Advanced Excel (Pivot Tables/Data Analysis), SharePoint, Enterprise ITSM Systems.
- **Operations & Logistics:** IT Depot Management, Full Asset Lifecycle Tracking, Break/Fix Logistics, Procurement, Enterprise Infrastructure Upgrades.
- **Leadership & Strategy:** Firm-Wide IT Standards, Process Engineering, Cross-Functional Collaboration, Mentorship, SOP & Knowledge Base Authoring (100+ articles).