Bronson G. Pearl

IT Support Engineer

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Forward-thinking IT Support Engineer with over 7 years of experience bridging advanced hardware knowledge, multi-OS fleet management, and AI-driven automation.

Focused on scaling department efficiencies, building custom deployment infrastructure, and optimizing standard operating procedures to protect bottom-line economics.

Driven by a passion for technical R&D, sustainable hardware longevity, and engineering high-impact, self-service solutions that drastically slash ticket backlogs and operational costs.

AREA OF EXPERTISE

- **Programming Languages & Scripting:** C Programming | Bash Scripting | Object-Oriented Programming (Python)
- **Endpoint & Fleet Management:** Microsoft Intune (MDM) | Google Admin Console | Custom Linux ISO Imaging
- **Enterprise Infrastructure:** Ticket Service Systems (Spiceworks, TopDesk) | SLA Management | Cross-Functional Deployment
- **Hardware & Systems Engineering:** Micro-Soldering Component Repair | Kernel-Level BSOD Root-Cause Analysis | R&D Architecture

KEY ACHIEVEMENTS

- **Infrastructure Optimization:** Researched and integrated a new production-level OS (FydeOS) for legacy Chromebooks, expanding device lifecycles and saving the organization an estimated $1.3 Million.
- **Industry Thought Leadership:** Selected to present the FydeOS hardware sustainability framework at the Ontario Association of School Business Officials

(OASBO) conference.

- **AI-Driven Support Automation:** Engineered "Caitlyn", a Retrieval-Augmented Generation AI agent built on Claude Opus 4.6, serving as a Tier-0 self-service help desk assistant to automate hardware troubleshooting across multi-vendor fleets.

- **90% Ticket Backlog Elimination:** Overhauled workflow structures to collapse the hardware department's ticket backlog by 90% in just 3 months while maintaining strict SLA compliance.

PROFESSIONAL EXPERIENCE

Computer & AV Hardware Technician (Hardware Operations Lead)

Upper Grand District School Board | *May 2023 - September 2026*

- Managed the financial health and economics of the repair department, establishing core KPIs and optimizing SOPs to scale output.
- Engineered custom Linux ISOs and managed cross-platform endpoint fleets utilizing Microsoft Intune and Google Admin.
- Formulated AI troubleshooting agents to establish user self-service protocols, reducing tier-1 support tickets.
- Executed advanced component-level diagnostics, including micro-soldering and kernel-level BSOD root-cause analysis.
- Research and development for a new supported operating system for Chromebooks to increase hardware longevity.

Field Technician

Alpha Tech Computer Solutions | *January 2019 - May 2023*

- Communicate, triage, and operate technical assistance when needed.
- Analyze and prioritize appointments with customers.
- Service on site residential systems and networks, back up customer data, remote server management.

Tier 2 Help Desk, Tier 3 Help Desk, Floor Support

Millennium 1 Solutions | *January 2017 – January 2019*

- Triage users in an effective manner.
- Managed and maintained a high level of customer satisfaction.

- handle issues on a case-by-case basis in an effective manner in consideration with the Service Level Agreement.

EDUCATION

Software Development – AI and Machine Learning

Centennial College | September 2025 - May 2028

- **Areas of Focus:** Object oriented programming (OOP), low-level computer architecture (binary/assembly execution), agile software development lifecycles (SDLC)

Business - Marketing

Humber College | September 2014 - May 2016

- **Areas of Focus:** Quantitative data analytics, front-end web design principles, and microeconomic business analysis.

ADDITIONAL INFORMATION

- **Certifications:**
  - Harvard University - CS50: Intro to Computer Science
  - Stanford University - Machine Learning Specialist
- **Awards / Activities:**
  - Employee of the month (March 2019)
- **Willing to learn other programming languages on request**