

Cody Brookes

972-822-0940
North Richland Hills, TX 76180
www.codybrookes.com

PROFESSIONAL SUMMARY

IT Support Engineer with 6+ years of experience delivering Tier 1–3 technical support in high-demand financial environments. Proven ability to reduce ticket volume, streamline onboarding, and support executive leadership with zero downtime. Certified in CSM, CSPO, Azure Fundamentals, and more. Passionate about driving operational efficiency through process improvement, training, and cross-team collaboration.

PROFESSIONAL EXPERIENCE

Fidelity Investments

May 2024- Present

Operations Technology Consultant

- Support division-wide application deployments and system upgrades (e.g., Windows, M365).
- Provide escalated support for hardware/software issues across all endpoints (laptops & HVDs).
- Built custom intake automations using HTML/JavaScript to reduce repeat issue volume.
- Administer Jira, Confluence, and SharePoint for issue management and team collaboration.

Fidelity Investments

Sep 2021 - April 2024

Desktop & Network Support Analyst

- Managed desktop and Azure Virtual Desktop (AVD) onboarding for 8,000+ employees.
- Led change management and access provisioning for multiple enterprise tools.
- Supported executive leadership daily, ensuring uninterrupted IT performance.
- Implemented Jira-based ticketing and process tracking, reducing response times by 10%.

Fidelity Investments

Nov 2018 - Aug 2021

Technology Support Team Lead

- Delivered Tier 1 & 2 support in fast-paced call center environment (30+ issues/day).
- Authored knowledge base and troubleshooting guides, reducing support tickets by 15%.
- Trained new support reps and coordinated with dev teams to reduce escalations by 30%.

Education

2014 - 2018

University of North Texas - Denton

- Bachelors of Business Administration - Business Analytics
- Club - IIBA International Institute of Business Analysis

CORE SKILLS

Support Expertise: Executive/Leadership Support, Ticketing Systems (Jira & ServiceNow)
Technical Languages: HTML, CSS, Javascript, Python, SQL
Enterprise Tools: Microsoft 365, SharePoint, Confluence, Github, Amazon Web Services (AWS), Microsoft Azure
Onboarding & Admin: Azure Virtual Desktop (AVD), Windows Upgrades, Access Management
Communication: Technical Documentation, Training Programs, Stakeholder Collaboration

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals
AWS Cloud Practitioner (In Progress)
CompTIA Network+ / Cloud+ (In Progress)
Certified Scrum Master (CSM)
Certified Scrum Product Owner (CSPO)
Scrum@Scale Practitioner
LSU Project Management Course Cert