

BRANDON BRATCHER

Fuquay-Varina, NC | [linkedin.com/in/brandon-bratcher-b83a90aa](https://www.linkedin.com/in/brandon-bratcher-b83a90aa)

IT SUPPORT | CLOUD & NETWORKING | TECHNICAL OPERATIONS

Professional Summary

Technically minded operations professional and U.S. Army veteran transitioning into IT support, cloud, and network engineering. Brings hands-on experience supporting technology-enabled e-commerce operations, administering Shopify-based systems, troubleshooting website and workflow issues, maintaining data accuracy, and documenting repeatable processes in fast-paced environments. Currently pursuing a Bachelor of Technology in Cloud and Network Engineering—Azure, with foundational certifications in CompTIA A+, Linux, IT support, and IT service management. Targeting IT Support Specialist, Help Desk Technician, Junior Systems Administrator, Network Support Technician, or Cloud Support Associate roles.

Technical Skills

- **IT support:** Windows troubleshooting, end-user support concepts, hardware and software troubleshooting, incident and request handling, root-cause analysis, technical documentation
- **Operating systems:** Linux fundamentals and Linux administration concepts; Windows troubleshooting and support concepts
- **Cloud and networking:** Azure-oriented cloud engineering coursework, cloud infrastructure concepts, networking and infrastructure fundamentals, cybersecurity fundamentals
- **IT service management:** ITIL 4 Foundation concepts, service delivery, incident management, request fulfillment, knowledge documentation, process improvement
- **E-commerce and web systems:** Shopify administration, product and catalog management, web content, SEO, Google Analytics, Google Tag Manager, performance testing
- **Web technologies:** HTML, CSS, JavaScript, Shopify Liquid
- **Technical operations:** Data accuracy, quality assurance, workflow optimization, issue investigation, stakeholder coordination, process documentation

Certifications

- CompTIA A+ — CompTIA
- ITIL® 4 Foundation Certificate in IT Service Management — PeopleCert
- Google IT Support Professional Certificate — Google
- Linux Essentials Certification — Linux Professional Institute (LPI)

Professional Experience

E-Commerce Operations Manager | Defense Targets

Fuquay-Varina, NC | July 2018–Present

- Lead daily e-commerce operations for an online retail business, supporting storefront reliability, product-data accuracy, customer-facing content, and operational continuity.
- Administer and improve Shopify content, merchandising, and catalog workflows; use HTML, CSS, JavaScript, and Shopify Liquid to enhance functionality and user experience.
- Investigate website, catalog, order-flow, and operational issues; identify likely causes, implement corrections, validate results, and reduce disruption.
- Maintain accurate product data, pricing, inventory-related content, and digital assets across customer-facing systems.
- Use Google Analytics, Google Tag Manager, SEO practices, and performance-testing tools to assess site behavior and prioritize improvements.
- Create and maintain documentation for product updates, quality checks, issue resolution, and repeatable operating procedures.
- Coordinate technical changes with business stakeholders and external service providers to resolve blockers and improve digital workflows.

Manufacturing Production Technician | Weathers Manufacturing Inc.

Fuquay-Varina, NC | February 2016–Present

- Support production operations involving mechanical and electrical components, controlled procedures, quality requirements, and technical troubleshooting.
- Identify production defects and process deviations, document findings, and support corrective actions that maintain quality and operational consistency.
- Apply systematic troubleshooting to isolate equipment, assembly, and process issues; clearly communicate findings to supervisors and team members.
- Follow detailed work instructions and safety procedures in a high-accountability technical environment.

Field Artillery Automated Data System Specialist | U.S. Army

Fort Bragg, NC | January 2013–December 2016

- Operated and supported automated command-and-control and data systems in a high-accountability operational environment.
- Performed system checks, equipment setup, troubleshooting, and data validation to support dependable mission operations.
- Prepared, verified, and communicated time-sensitive technical and operational information while adhering to established procedures and security requirements.

- Built transferable strengths in structured incident response, technical communication, system reliability, documentation, and disciplined execution.

Quality Control Inspector | Arizona Emergency Products

Phoenix, AZ | August 2009–October 2010

- Inspected products and assemblies against defined quality requirements, documented discrepancies, and supported corrective-action processes.
- Partnered with production personnel to identify recurring quality issues and improve process consistency.

Level II Mechanical/Electrical Assembler | ASM

Phoenix, AZ | June 2006–August 2009

- Assembled and tested mechanical and electrical components according to technical work instructions and quality standards.
- Diagnosed assembly and component issues, escalated complex problems, and maintained accurate production documentation.

Education

Western Governors University

Bachelor of Technology, Cloud and Network Engineering—Azure | 2025–2029 (Expected)

Relevant study areas: Cloud infrastructure, networking, Linux administration, cybersecurity fundamentals, IT service management, and Azure-oriented cloud engineering.

Additional Qualifications

- U.S. Army veteran with experience in automated data systems and high-accountability operations.
- Demonstrated ability to bridge business operations, web technology, data accuracy, quality assurance, and process improvement.
- Comfortable independently learning new platforms, troubleshooting issues, documenting procedures, and collaborating across technical and nontechnical teams.