

# Lyle Brown

(760) 508-9722 | lyle@lylebrown.com | Greater Phoenix, Arizona Area

I specialize in implementing and maintaining IT systems, including SaaS and on-prem applications. My background contributes to my technical success, while my expert communication skills and problem-solving abilities lead to efficient and focused incident management.

## Experience

### Senior Technical Consultant

**Quogent, LLC (Mar 2019 – Present) | Remote in Phoenix, Arizona**

- Configuring and troubleshooting client environments for both on-premises and SaaS applications.
- Creating integrations with REST APIs and other protocols across multiple SaaS products.
- Troubleshooting web-based environments, including HTTP, JSON, and HTML inspection with browser tools.
- Developing customizations for SaaS products with JavaScript, jQuery, and C#.
- Leveraging SQL schema, tables, views, and stored procedures to build and extend applications.
- Maintaining documentation for developer, administrative, and end-user tasks for supported platforms.

### IT Systems Architect

**Accent Digital Designs (Jul 2023 – Present) | Remote in Phoenix, Arizona**

- Designing and implementing key infrastructure including email, domain management, websites, document synchronization and backup, and an e-commerce site.
- Ensuring security and reliability of services through systems monitoring and patching schedules.
- Emphasizing self-service capabilities to empower users.

### Lead Programmer Analyst

**General Atomics Aeronautical Systems Inc. (Oct 2014 – Feb 2019) | Adelanto, California**

- Acted as lead developer for applications utilizing C# and .NET to build a custom REST API backend and HTML, CSS, and JavaScript for a custom web frontend. Created SQL database schema and objects.
- Performed customer support tasks for all applications developed by my department.
- Wrote documentation and led training sessions targeting end-users for all developed applications.
- Explained technical details to both non-technical and technical stakeholders, from developers to directors.

### Administrative Intern – IT Department

**City of Hesperia (Apr 2013 – Jun 2014) | Hesperia, California**

- Performed IT help desk tasks over live chat, phone calls, and in person.
- Created Python scripts to automate IT tasks such as organizing log files and updating computer inventory.
- Documented processes and authored user guides for internal departmental use and city-wide reference.

## Education

### Bachelor's of Applied Science Degree in Information Technology

Courses included Cyber Security, Management of IT Systems, Networking, and Project Management.  
Phoenix College | Phoenix, Arizona

### Associate's of Science Degree in Computer Information Systems

Victor Valley College | Victorville, California