

BRANDON WILLIAMS

Solutions Engineer | Technical Enablement Specialist

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SUMMARY

Technical problem-solver with a talent for translating complex systems into clear, actionable guidance. Background in networking, cybersecurity, and systems monitoring, now focused on building practical software solutions using AI-assisted development. Known for patience, clarity, and the ability to make technical concepts accessible to any audience. Seeking remote roles in solutions engineering or technical enablement.

CORE STRENGTHS

- Technical communication and documentation
- AI-assisted software development
- Network and systems troubleshooting
- User training and onboarding
- Customer-facing support and enablement
- Scripting (Python, JavaScript, Bash)
- Cybersecurity fundamentals and best practices
- Cloud platforms (AWS, VirtualBox, VMware)

EXPERIENCE

Systems Monitor

August 2023 – Present

Meijer | Sussex, WI (Remote-capable)

- Monitor system performance across retail infrastructure, identifying and escalating issues before they impact operations
- Provide clear, structured technical guidance to team members and end users, reducing resolution time and repeat tickets
- Document system anomalies and communicate findings to management through concise written reports
- Troubleshoot hardware and software issues, balancing speed with thoroughness to minimize downtime
- Train and support colleagues on technical processes, improving team self-sufficiency

PROJECTS AND DEVELOPMENT

- Building software tools and prototypes using AI-assisted development workflows (Python, JavaScript)
- Developing technical documentation and user guides for internal tooling
- Exploring solutions engineering approaches to bridge technical products and end-user needs

EDUCATION

Associate of Applied Science

Graduated 2023

Waukesha County Technical College | Pewaukee, WI

- BIT Connections Member
- National Collegiate Cyber Security and Defense Member (2013–2014)
- National Technical Honor Society Member

ADDITIONAL

- U.S. Citizen | Based in Wisconsin | Available for 100% remote positions
- Pianist and creative problem-solver with a hands-on approach to learning new tools