

Brian Tompkins

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Professional Summary

Motivated IT professional with over seven years of remote experience in technical support, information security, and customer service. Demonstrates proven success resolving complex issues, exceeding performance metrics, and enhancing user experiences across SaaS platforms, financial systems, and educational technologies. Committed to continuous learning and growth, with current pursuit of industry-recognized certifications.

Professional Experience**QuickBooks Online (QBO) & Payroll Core Support Agent**

Concentrix - Intuit | Mar 2025 – Present | Remote

- Provides Tier 1 support to QBO and Payroll Core users via phone, chat, and email. - Resolves access issues, syncing errors, software bugs, and navigation problems. - Supports payroll setup, employee onboarding, direct deposit, and tax compliance. - Processes billing adjustments, account discounts, and customer refunds. - Exceeds lead generation targets (6-9/week vs. 4 goal) by recommending tailored solutions. - Ensures accurate documentation of customer interactions and escalates advanced cases. - Maintains compliance and first-contact resolution through empathetic support.

Customer Care and Technical Support Advisor

Anthology | Jul 2024 – Dec 2024 | Remote

- Delivered multi-channel tech support for students and families. - Resolved issues related to hardware, connectivity, and educational platforms. - Utilized ticketing systems and CRM tools to manage support requests. - Maintained low TTR and high CSAT scores during peak seasonal volume. - Escalated complex technical issues and adhered to strict SLAs.

Information Security Associate

Intuitive Solutions | Aug 2020 – May 2023 | Remote

- Managed client-facing security support across firewalls, IDS, and antivirus tools. - Conducted risk assessments, enforced policies, and guided clients on best practices. - Responded to security incidents swiftly, maintaining high client satisfaction. - Maintained low escalation rates through proactive issue resolution.

IT Support Specialist

Intuitive Solutions | Nov 2017 – Jul 2020 | Remote

- Delivered end-user support for hardware/software/network issues. - Managed installations, upgrades, and backups. - Resolved tickets with high FCR and SLA adherence.

Customer Service Sales Representative

Intuitive Solutions | Mar 2016 – Oct 2017 | Remote

- Provided remote service and B2B/B2C product support. - Promoted services via phone, chat, email, and video conferencing.

Education

Arkansas Tech University

Bachelor of Science in Network Security (In Progress)

SUNY Westchester Community College

A.A.S., Cybersecurity

A.A.S., Computer Information Systems

Certifications

- CompTIA A+ (In Progress)
 - Juniper Networks Certified Associate - Junos (JNCIA-Junos) (In Progress)
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Core Competencies

- First Contact Resolution (FCR)
 - Customer Satisfaction (CSAT)
 - Remote Technical Support
 - Ticketing Systems (Zendesk, Freshdesk, Salesforce)
 - SaaS Troubleshooting
 - Client Communication
 - Financial Transactions
 - Account Management
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Information Security Skills

- Risk Assessments
 - Security Policies
 - Firewall Management
 - Network Security Auditing
 - Vulnerability Management
 - IT Security Assessments
 - Security Controls Implementation
 - Security Tool Management
 - Data Security
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Technical Skills

- SaaS, APIs, Web Applications
 - Microsoft Azure, Azure Virtual Machines
 - Windows Server, Active Directory, VPN, Virtualization
 - Networking, TCP/IP, DNS, DHCP
 - SharePoint, Zapier, OneDrive
 - Microsoft Office Suite, Teams
 - Software Installation, System Upgrades
 - Backup Procedures, Network Connectivity
 - Hardware and Software Troubleshooting
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Customer Service Skills

- Communication (Written & Verbal)
- Empathy & Active Listening
- Time Management & Multitasking
- Conflict Resolution
- Sales & Upselling
- CRM Experience
- Accuracy in Data Entry
- Product Knowledge