

# Brennan Sorrell

## Computer Information Systems • Cybersecurity

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### SUMMARY

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Computer Information Systems graduate (Cybersecurity track) and IT Service Desk Analyst delivering first-line technical support across hardware, software, accounts, and networking. Security-minded, with strong troubleshooting and communication skills. Currently pursuing CompTIA Network+.

### EDUCATION & CERTIFICATIONS

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**University of Louisville — B.S.B.A in Computer Information Systems** May 2024

*Track in Cybersecurity*

Relevant coursework: Information Security, Network Security, Computer Forensics, Database Design, Software Development, Systems Analysis & Design, Project Management.

**CompTIA Network+** In Progress

### EXPERIENCE

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**IT Service Desk Analyst, Tier 1** October 2025 – Present

*Manna, Inc. — Louisville, KY*

Serve as the first point of contact for end-user IT support across the organization, resolving hardware, software, account, and connectivity issues by phone, email, and chat.

- Provision and manage user accounts, password resets, and access permissions in Active Directory and Microsoft 365, supporting onboarding and offboarding.
- Troubleshoot, image, and set up laptops, printers, and peripherals, providing remote support via remote-desktop tools.
- Document, prioritize, and track incidents in the SysAid ticketing system, escalating complex issues to Tier 2/3 while keeping users informed.
- Support network connectivity and VPN issues, applying a security-minded approach grounded in a cybersecurity background.

**Aircraft Records Lead Administrative Associate** March 2025 – October 2025

*United Parcel Service — Louisville, KY*

Led and coordinated a team of administrative associates handling aircraft maintenance records in compliance with FAA/EASA and company standards. Oversaw auditing processes to ensure record accuracy and timely updates across systems.

- Served as the point of contact between engineering, outside vendors, and maintenance to resolve documentation discrepancies and streamline workflow.
- Trained and mentored new associates on systems, procedures, and compliance standards.

**Aircraft Records Administrative Associate II** August 2024 – March 2025

*United Parcel Service — Louisville, KY*

Managed and maintained comprehensive aircraft maintenance records, ensuring compliance with FAA/EASA regulations and company standards, supporting safe and efficient aircraft operations.

- Conducted regular audits of aircraft records, identifying and resolving discrepancies to maintain data integrity and regulatory compliance.
- Tracked and updated data for inspections, repairs, modifications, and component replacements in the maintenance tracking system.

**Dangerous Goods Processor** August 2019 – August 2024

*United Parcel Service — Louisville, KY*

Applied knowledge of dangerous goods to ensure shipments were safe to ship, and communicated unsafe shipments to other centers.

### TECHNICAL & PROFESSIONAL SKILLS

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IT service desk & end-user support • Incident & ticket management (SysAid) • Active Directory & Microsoft 365 administration • Account provisioning & access management • Hardware & software troubleshooting • Remote desktop support • Network connectivity & VPN support • Team leadership & training • C#, SQL, HTML