



Brandi Sinzinger

IT INFRASTRUCTURE ENGINEER

Details

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Areas of Expertise

Issue Resolution

Ticket Management

Data Analysis

System Integration

Collaboration

VMWare

Git

SQL

Python

Docker

Profile

Dynamic Production Support professional with extensive experience in issue resolution and ticket management. Enhanced application performance through collaboration with cross-functional teams and streamlined processes, resulting in improved user satisfaction. Proficient in data analysis and system integration, driving efficiency and compliance across operations. Committed to continuous improvement and delivering high-quality support to end users.

Professional Experience

Production Support at J.P. Morgan Chase

JULY 2025 – MARCH 2026

Facilitated issue resolution for end users across multiple applications. Managed ticket assignments for the North America team, ensuring timely responses and effective support. Collaborated with users to identify and troubleshoot problems, enhancing overall application performance.

- Streamlined ticket management process, improving resolution times.
- Collaborated with cross-functional teams to address user concerns.
- Monitored user feedback to inform application enhancements.

Infrastructure Engineer at J.P. Morgan Chase

DECEMBER 2024 – JULY 2025

Engineered infrastructure solutions by analyzing data to identify issues and consolidate systems. Collaborated on establishing repositories in Bitbucket, GitHub, Jules, and Jenkins.

- Streamlined data processes to enhance issue identification.
- Developed and initialized repositories across multiple platforms.
- Improved infrastructure efficiency through data-driven insights.

Site Reliability Engineer at J.P. Morgan Chase

JANUARY 2020 – DECEMBER 2024

Oversee site reliability initiatives, ensuring system stability and performance. Support end-users and conduct data cleanup and migration across file systems and databases. Manage projects involving feature decommissions and report consolidation. Document and refine processes related to asset management.

- Developed audit reports ensuring compliance and accountability.
- Deployed bug fixes and mitigated risk issues using advanced tools.
- Led asset migration projects, enhancing system efficiency.
- Streamlined processes for asset documentation and management.

Application Support at J.P. Morgan Chase

AUGUST 2014 – JANUARY 2020

Facilitated integration of supported assets with end users. Collaborated with application developers for change management scheduling and implementation. Directed projects integrating enterprise standard assets into systems. Oversaw request and ticket assignments, including after-hours on-call support. Documented processes with user guides, feature descriptions, how-to guides, and release management.

- Collaborated with users to enhance asset integration.
- Directed change management initiatives with developers.
- Oversaw enterprise integration projects effectively.
- Created comprehensive documentation for user support.

Enterprise Storage at State Auto Insurance Companies

JANUARY 2010 – MAY 2014

Managed backup servers with OS patching and performance monitoring. Oversaw backup operations, including job creation, maintenance, scheduling, and deletion. Supported SAN and NAS devices through troubleshooting and provisioning tasks.

- Ensured high availability of backup systems.

- Improved backup job efficiency by streamlining scheduling processes.
- Resolved SAN and NAS issues, enhancing system performance.

Server Support at State Auto Insurance Companies

JANUARY 2008 – JANUARY 2010

Oversaw VMWare infrastructure expansion. Managed server inventory and maintained backup servers with associated operating systems. Created new Windows server builds and executed quarterly OS patching.

- Spearheaded VMWare infrastructure enhancements.
- Streamlined server inventory management.
- Developed Windows server builds efficiently.
- Implemented quarterly OS patching for stability.

Desktop Support at State Auto Insurance Companies

FEBRUARY 2006 – JANUARY 2008

Provided technical support for PCs and mobile devices. Oversaw inventory management for desktops, laptops, monitors, and mobile devices. Led team in maintaining lease schedules and ensuring timely equipment returns.

- Streamlined inventory processes, enhancing accuracy.
- Improved team efficiency by implementing effective scheduling.
- Resolved technical issues, increasing user satisfaction.

Education

Associate of Science in Network System Administration

Bachelor of Science in Network and Communications Management

Master of Information Systems Management