

Dan Bragilevsky

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SUMMARY

Tier 2 IT Support / Systems Analyst with 10+ years supporting Windows environments, SQL-backed applications, and networked systems under strict SLAs. Known for reducing repeat incidents through PowerShell automation and strong documentation.

EXPERIENCE

Technical Customer Support - Tier 2 (Promoted August 2025) | Grover Gaming

September 2024 - Present, Greenville, NC

- Handle ~15 - 30 customer requests daily via phone and email within a 2-hour SLA; troubleshoot hardware/software, networking, **Windows** services, and SQL-backed data issues.
- Built **PowerShell** automation scripts to detect/remediate Windows service failures; reduced support calls by **100+ per month**.
- Developed 10+ reusable **SQL** diagnostics adopted team-wide to speed data integrity triage and customer requests.
- Created internal KB + standardized artifacts; shortened incident response time and improved handoffs across the team.
- Tier 2 escalation + RCA; mentor 6+ techs on troubleshooting and customer communication.

Director, Content Project Manager | College Board

March 2023 - July 2024, Remote (New York City)

- Managed 32 interconnected workstreams for Advanced Placement digital content across a 12-month timeline, coordinating 50+ stakeholders and vendors to achieve a 97% on-time launch serving millions of students.
- Collaborated with 3 Product Owners and 30+ internal stakeholders on course roadmap planning, developing 200+ user stories that led to a successful launch and stakeholder approval.

Lead Business Execution Consultant | Wells Fargo via Signature Consultants

November 2022 - March 2023, Charlotte, NC

- Created detailed and auditable strategy documentation based on 20+ existing credit approval policies, workflows, and implementation.

Senior IT Business Analyst - Delivery Lead | Bank of America via Signature Consultants

January 2021 - October 2022, Charlotte, NC

- Documented complex business and functional requirements across 4 product domains, creating user interfaces, business flows, and user stories based on JSON and XML API analysis.

Senior Project Manager | Accuity via Beacon Hill Staffing, Program Management Office

July 2019 - January 2021, New York, NY

- Led delivery of technical initiatives for multiple workstreams totaling \$1M+, coordinating internal and external vendors to meet timelines despite shifting constraints.

SDLC Project Manager | College Board via Beacon Hill Staffing, Project Management Office

November 2018 - June 2019, New York, NY

- Coordinated delivery and end-to-end QA validation for digital content across 30+ courses, identifying and resolving defects prior to production release.

Senior IT Business Technology Analyst | Federal Reserve Bank of New York, Project Management Office

June 2014 - October 2018, New York, NY

- Supported delivery of 15+ agile web, mobile, and infrastructure initiatives, coordinating integration across up to 10 internal and external systems.
- Partnered with cross-functional engineering teams to support application development and integration using JavaScript, APIs, databases, and backend services.

Junior Systems Administrator (Part-time) | Linguistic Data Consortium, University of Pennsylvania

June 2007 - May 2014, Philadelphia, PA

- Supported Windows and Linux server administration, user accounts, permissions, and system troubleshooting for university research infrastructure serving 100+ users.
- Managed backup operations using **rsync** and **SAN storage**, ensuring data integrity and disaster recovery readiness for critical research data.
- Assisted with migration of research data and applications from legacy servers to new infrastructure, ensuring zero data loss and improved system stability.

EDUCATION

Bachelor of Science in Business Administration | University of Pittsburgh

Pittsburgh, PA, 2014

SKILLS

SUPPORT, OPERATIONS & COMPLIANCE: Ticket-based support, SLA-driven environments, incident escalation, root cause analysis, documentation/knowledge bases

SYSTEMS, IDENTITY, NETWORKING: Windows, MacOS (end user support), iOS, Android, Windows Server, Active Directory, Linux administration (basic), permissions and access controls, networking troubleshooting, DNS/DHCP fundamentals, hardware/software support

AUTOMATION & DATA: PowerShell scripting, SQL (Microsoft SQL Server, Oracle), data analysis

TOOLS & PLATFORMS: JIRA, Confluence, SharePoint (Advanced), Microsoft Office Suite, Microsoft 365 (end-user support, mailbox setup, rules), remote support tools (LogMeIn)