

Hello

I'm Brandon Daidson

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Summary

Motivated and adaptable Technical Support Manager with 5+ years of technical and customer support experience and 4 years of leadership in the U.S. Army. Currently transitioning into front-end software development with hands-on project experience and an internship through a leading coding bootcamp. Passionate about building engaging, user-friendly web applications and contributing to innovative development teams. Known for problem-solving, technical versatility, and a heavy focus on collaboration.

Technical Skills

Web Development:

HTML • CSS • JavaScript • React • GitHub • Front-End Design • QA Testing • Responsive Web Design

Technical Support & Systems:

Troubleshooting • Windows & Linux OS • Server Monitoring • Networking • Microsoft Office Suite • SharePoint • Remote Access • Desktop Support

Other Skills:

Project Management • Leadership • Communication • Research & Development • Customer Training • Equipment Repair

Experience

July 2022 - PRESENT

LensLock Inc. – Poway, CA – *Technical Support Manager*

- Led a team of technical support representatives, overseeing internal training and performance.
- Collaborated with Engineering to identify and resolve technical and hardware issues.
- Managed a fleet of servers and performed database modifications to support performance.
- Built and configured hardware products including cameras, docking stations, and servers.
- Acted as QA technician for both software and hardware releases.
- Provided hands-on user training and executed field installations.

June 2020 - July 2022

LensLock Inc. - Poway, CA - *Customer Service Representative*

- Delivered Tier 1 and Tier 2 tech support via phone, live chat, and email.
- Created and maintained customer knowledge base resources.
- Conducted device monitoring and troubleshooting for law enforcement clients.
- Performed critical data/video redactions and client success follow-ups.

July 2016 - November 2019

U.S. ARMY - 13B Cannon Crewmember

- Operated and maintained artillery systems and fire control operations.
- Trained incoming personnel in rifle marksmanship and safety.
- Applied critical thinking and teamwork to support missions and solve technical issues.
- Maintained hydraulic, pneumatic, and electromechanical systems.

Education & Certifications

February 2025 - Present

Frontend Software Development Bootcamp

- Focused on HTML, CSS, JavaScript, and React.
- Completed internship project with [Skinstric.ai](#).

Steele Canyon High School - Rancho San Diego, CA - *High School Diploma*

Certificates:

- Frontend Simplified Virtual Internship (June 2025 - Present)
- CJIS Security Awareness Training: Level 4 (Valid through May 2024)
- Valid Driver's License

Awards

- **Army Commendation Medal (ARCOM) - 2019**
- **Army Achievement Medal (AAM) - 2018, 2017**