

Bryce Davenport

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Professional Summary

IT and network operations professional with nearly three years of progressively responsible technical support experience at a regional ISP, including frontline help desk, escalation engineering, and a current Junior NOC Engineer role. Pursuing a B.S. in Computer Science with a cybersecurity focus at Oregon State University Part-Time.

Work Experience

Alyrica Networks | Philomath, OR | June 2023 - Present

Jr. Network Operations Engineer |Alyrica Networks |January 2026 - Present

- Serve as the escalation point for all technical issues across the organization, resolving the most complex infrastructure and connectivity problems in a fast-paced small-team environment
- Configure and upgrade core and access layer routers to improve network performance; maintain and troubleshoot infrastructure across a combined WISP and fiber provider network
- Manage internal IT onboarding and Active Directory administration for new employees, ensuring accounts, permissions, and system access are provisioned accurately
- Support VoIP systems as part of day-to-day network operations, including registration troubleshooting and call quality remediation
- Administer and maintain internal ticketing systems including Jira and Znuyn (OTRS), managing workflows, queues, and configurations to support efficient incident tracking and resolution across the organization
- Document incident root causes and coordinate with internal teams to implement corrective actions and prevent recurrence
- Participate in On-Call rotations and night shifts

CSR II - Technical Support Escalations |Alyrica Networks| October 2024 - January 2026

- Led escalated troubleshooting for complex issues across fiber, fixed wireless, and enterprise connectivity environments, partnering with field and network operations teams to restore service during outages
- Regularly diagnosed and resolved end-user device issues beyond the scope of ISP responsibility, including OS-level network configuration, firewall and security software conflicts, VPN misconfigurations, outdated or corrupt network adapter drivers, and DNS problems on Windows, macOS, and mobile platforms
- Supported business and enterprise accounts with a focus on uptime, service continuity, and clear stakeholder communication during high-impact incidents
- Configured and supported Grandstream VoIP systems for enterprise customers, including IP phone provisioning, extension setup, and UCM PBX administration; troubleshoot registration failures, call quality degradation, and network-related impairments affecting voice services
- Assisted with network site planning and service readiness coordination including capacity, coverage, and deployment considerations

CSR I - Technical Support |Alyrica Networks|June 2023 - October 2024

- Delivered first-level help desk support to residential and business customers, troubleshooting end-to-end connectivity issues including Wi-Fi, routing, LAN configuration, and service provisioning
- Routinely assisted customers with personal device issues outside the formal scope of ISP support, including laptop and desktop network settings, Wi-Fi adapter configuration, smart home device connectivity, browser and application-level networking problems, and operating system firewall rules across Windows, macOS, iOS, and Android
- Resolved service-impacting problems such as packet loss, latency, intermittent drops, and speed complaints; coordinated with internal teams to dispatch field technicians and confirm service restoration
- Documented incidents and resolutions following established workflows, maintaining accurate records in support of quality improvement and root cause tracking

Sporting Goods Associate | *Coastal Farm & Ranch* | Corvallis, OR | July 2021 - June 2024

- Managed state and federal compliance documentation and identity verification with precision and strict attention to legal requirements
- Maintained organized inventory and supported team operations during high-traffic periods, consistently delivering reliable customer service

Line Cook / Prep Cook | *Juniper Preserve Golf & Wellness Resort* | Bend, OR May 2017 - January 2021

- Contributed to kitchen operations at a private resort and golf club, demonstrating sustained reliability, teamwork, and performance under pressure

Education

B.S. Computer Science (Cybersecurity Focus) | *Oregon State University* | Corvallis, OR January 2022 - June 2027 (**Part-Time**)

High School Diploma | *Mountain View High School* | Bend, OR June 2018