THOMAS DEACON

Information Technology Professional

Result-oriented and ready to face new challenges. Interested in developing collaborative solutions, enhancing learning opportunities, and building trust through straightforward communication.

425.428.8653

Tacoma, WA

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EDUCATION

Political Science

University of Kansas

Lawrence, KS

ENVIRONMENTS

Microsoft Windows 10

Ubuntu/Redhat Server

MacOS

Citrix Thin Client

SKILLS

PowerShell Scripting
Malware Isolation
UNIX Server Access
Management
Palo Alto Global Protect
Group Policy
F5 Load Balancers
Technical Documentation
PuTTY
DameWare and
Workspace One
Cisco AnyConnect 4.4
SCCM

WORK EXPERIENCE

Tier II Support Technician for Boeing Enterprise Help Desk
Apex Systems | Oklahoma City, OK | 2018-Present

- **Deputy Team Lead — March 2019-Present**
- **Head Trainer for ServiceNow chat support queue – January-Present**
  - Initially trained agents in a classroom environment
  - Implemented a virtual training program to adapt to health crisis
  - Designed a virtual 1x1 training session to assist agents with onboarding issues
- Alerted and Collaborated with Boeing Major Incident Management on 13 incidents to mitigate loss of productivity, saving an estimated 4800 working hours
- Alerted Boeing management regarding incompatibility issues with Boeing Enterprise environment and Government Customer's MS Office environment hampering collaboration tools
  - Designed and implemented workaround solution that satisfied stakeholder's security requirements
- Assisted Asset Management in the creation of an updated Window 10 1909 image for internal Help Desk use
- Audited and Coordinated with DoD Help Desk regarding encryption certificates not appearing on Boeing LDAP
- Deployed over 10 Virtual Machines for internal Help Desk resources like KPI tracking and call forecasting
- Responds to high-threat malware infections
- Extensive experience with F5 load balancers
- Currently testing the implementation of Workspace One for remote management of PC and Cellular assets
- Ensure team compliance with Department of Defense security protocol

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APPLICATIONS

Service-Now

HP Service Manager

Concur Solutions

Palo Alto Global Protect

Group Policy

F5 Load Balancers

Technical Documentation

PuTTY

DameWare and Workspace One

Cisco AnyConnect 4.4

LEADERSHIP STRENGTHS

Builds Partnerships

Adapts to Change

Collaborates

Enables and Motivates

Innovates

Develops Self and Others

Account & Budget Representative for Concur

University of Oklahoma | Norman, OK | 2018

➢ Troubleshot technical errors related to unique legal requirements set by the State of Oklahoma
➢ Coordinated with University IT team and Outreach team when services were interrupted
➢ Assisted leading monthly classes regarding OU travel policies and procedures for new employees
➢ Assisted faculty and staff in correctly filing reports using the Concur Solutions system
➢ Administered and processed travel claims for all OU approved travel

Property Preservation Administrator

MidFirst Bank | Oklahoma City, OK | 2017-2018

➢ Compiled, interpreted, and entered data from multiple databases into a company .NET database
➢ Coordinated the administration of home loans in default that are insured by the Federal Housing Administration
➢ Assisted in the design of MidFirst's contractors platform for submitting housing quality reports
➢ Audit Contractor's work orders and documentation of housing conditions to ensure compliance with local and federal regulations

CERTIFICATIONS

CompTIA

➢ Network+
  o Planned for December 1