THOMAS CHANEY

Eugene, OR 97402

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(661) 309-0039

• Experienced IT professional with a wide range of knowledge, including server installations/configurations/maintenance, virtual server setups and physical to virtual captures, PC deployments ranging from 5 to 1000+ node environments, software support/rollouts/upgrades, physical and virtual helpdesk roles, teleworker support, CAT5 cabling (patch panel and punch down block experience), project design and management, testing/quality assurance, customer service, and vendor relationships.

• Proficient and resourceful problem-solver who utilizes any and all methods available to develop workable solutions.

• Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner.

SOME AREAS OF KNOWLEDGE/SKILLS

• Microsoft Server 2003/2008/2012/2016 • Acronis Enterprise

• Microsoft Exchange Server 2003/2007 • Full Disk Encryption

• Microsoft Windows XP/Vista/7/8/10 (WinMagic/Sophos)

• Microsoft Office 2007/2010/2013/2016 • Lotus Notes

• VMWare ESX/Virtual Box • Kaseya/Connectwise

• Citrix XenApp/RDS • Mobile Devices and MDM

• TCP-IP/DNS/DHCP • Mac OSX

• AD/Group Policy/NTFS • Project Management

• Symantec BackupExec/AV • Print Services/Management

Authorized to work in the US for any employer

WORK EXPERIENCE

Supervisor of Technology Services

William S. Hart Union High School District - Santa Clarita, CA
October 2017 to March 2020

• Second in charge of the entire IT Department, leading a team of 18 staff members in the day to day operations of the district.

• Assisted in the management and allocation of the department budget.

• Created and conducted training sessions on topics related to district technology.

• Assisted staff members with daily tasks as necessary.

Information Technology Specialist

William S. Hart Union High School District - Santa Clarita, CA
September 2014 to October 2017

Provided Tier 1 and 2 support to multiple school sites on a daily basis. Standard configuration included Dell desktops and laptops, Apple iMac's and MacBook Pros, Windows 10, Windows 2012 DC's and Print Servers,

projectors, document cameras, printers, and various other technologies.

• Built and maintained Windows and OSX images using VMWare Workstation, Symantec Ghost, and Carbon Copy Cloner.

• Responsible for upgrading and maintaining school site technology during school breaks to the latest hardware and software models and versions.

• Assisted at other school site and district office locations as needed.

PC Analyst

Princess Cruises - Valencia, CA

April 2010 to September 2014

Assisted in supporting the Citrix XenApp environment which serviced approximately 200 teleworkers, which included setting up and managing profiles, configuring thin clients, and training users on proper techniques and procedures for while offsite.

• Served as Project Manager for various companywide projects such as the Printer and Copy machine refresh, Full Disk Encryption upgrade for all laptop devices, and teleworker thin client refresh, along with being responsible for ongoing support for those technologies and systems after the project had been completed.

• Provided level 1 and 2 support for various departments across the company.

• Assisted a team with the completion of various IT systems onboard the Regal Princess during the final steps of construction at the Fincantieri ship yard in Monfalcone, Italy.

Network Specialist

The Chip, Inc - Valencia, CA

April 2008 to December 2009

Was the primary VMWare Administrator, in which I converted all of the company's servers over to VMWare ESX before assisting other employees with converting their clients over to VMWare ESX, and training the staff on how to support the new systems.

• Deployed and maintained the Kaseya IT Management software to various clients of The Chip.

• Was responsible for providing various levels of support to all of my assigned clients, ranging anywhere from basic desktop support up to server/network maintenance, upgrades, and anything else they required.

• Assisted other staff with the support of all clients of The Chip, Inc.

Jr. System Administrator

Axiom Partners - Valencia, CA

September 2006 to March 2008

• Worked as a member of a close-knit team to provide top-notch IT support to all clients of Axiom Partners.

• Provided remote help desk support, onsite client visits, backup administration, desktop and server support, and various other tasks for all clients.

• Was presented with my first experience in a Managed Services environment where I had the privilege to learn multiple different technologies and systems across various industries.

Lead Technician

Certified Computer - Canyon Country, CA

January 2006 to September 2006

• Led a small team of technicians in the basic repair and upgrading of client computers.

• Instructed and mentored other technicians on the proper way to interface with customers and how to be rock-star computer technicians.

• As the lead technician I was also responsible for taking care of all house visits for our clients, which included basic desktop and printer support, Network and WiFi setups, and basic home A/V systems.

Geek Squad Counter-Intelligence Agent

Best Buy - Valencia, CA

September 2004 to November 2005

• Greeted customers as they approached the Geek Squad counter, engaged in a non-techno-babel conversation with them as to diagnose the issue in a friendly manner, and checked the computer in the system for service.
• Assisted a team of other Geek Squad agents in the timely completion of customer systems which included virus removal, system performance, upgrades, and customizations.
• Setup new systems for customers as part of a new computer purchase (Windows updates, A/V software install/configuration, etc).
• Worked with 3rd party vendor repair centers for warrantied systems.

EDUCATION

Associate in Computer Networking

College of the Canyons - Santa Clarita, CA
August 2016 to December 2019

SKILLS

- **Windows Server (5 years)**
- **Windows (10+ years)**
- **Project Management (3 years)**
- **Customer Service (10+ years)**
- **Disaster Recovery (3 years)**
- **Virtualization (5 years)**
- **Computer Repair (10+ years)**
- **Computer Hardware (10+ years)**
- **Management (1 year)**
- **Microsoft Office (10+ years)**
- **Exchange Server (3 years)**
- **Group Policy (5 years)**
- **Active Directory (10+ years)**
- **Mobile Device Management (2 years)**
- **Backup and Recovery (5 years)**
- **Encryption (2 years)**
- **Mac OS X (3 years)**

CERTIFICATIONS AND LICENSES

CompTIA A+

August 2018 to August 2021

CompTIA Network+

August 2018 to August 2021

CompTIA Security+

August 2018 to August 2021

CCNA Routing and Switching

May 2019 to May 2022