

Thomas Grey

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Career Goal

To provide professional IT services to a successful organization

Skills

- Keen understanding of the importance of preventing interruptions to the daily functions of business operations
 - Capable of handling multiple issues, prioritizing them & delivering solutions in a composed & professional manner
 - Desktop support, remote support & utilizing ticketing systems experience
 - 8 years of experience providing IT services to a diversity of business models & industries
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Work History

IT Support Engineer

1099 Contract

Mar 2020 – Present

San Francisco, CA

- Administration for Citrix systems (Citrix Studio, Server Controller WS 2012R2, XenApp), NetApp, Office 365 & LogMeIn Rescue. Desktop support for Windows 7, 10 & Mac Mojave & Catalina OS. 2FA integration & SSO implementation with cloud services.
- Microsoft Active Directory & Group Policy administration. Implementation of password managements such as LastPass & 1Password. Company KB updating using ScreenSteps. Acrobat Cloud & desktop software administration.

Network Administrator

Hill & Co Real Estate/ COMPASS Real Estate

Jun 2015 – Mar 2020

San Francisco, CA

- Performed system maintenance & upgrades, including patches, firmware, service packs, hot fixes & security configurations as needed and for keeping computers, software and network compliant with industry.
- Network administration & maintenance for seven office locations all interconnected by Windows Server 2008 & 2012 Domain Controllers. Active Directory & Group Policy administration. ShoreTel 19 VOIP phone system. Implementation & training for web conferencing tools such as GoToMeeting, BlueJeans, Zoom, Microsoft Teams, WebEx & Workplace by Facebook.
- Helped with the company technology transition into Microsoft Azure, O365, OneLogin, Google Gmail, Docs & Drive. Use of ZenDesk & SpiceWorks ticketing system.

IT Consultant

McDevitt & McDevitt Construction

Apr 2002 – Mar 2015

Petaluma, CA

- Provided Network Administration & Desktop Support, implementing Windows Server 2008 & Exchange Server 2010. Domain Controller, Active Directory & Group Policy creation, configuration & maintenance. Configured employee's VPN access for laptops & smartphones. Firewall & Virus Scan maintenance while monitoring & testing backup systems.
- Implemented a VMWare Esxi company environment. Reviewed SLA's with third party vendors & developed Best Practices documents for implementing BYOD, NDA, AUP & PUA agreements.

Education

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| • Bachelor of Science: Marketing & MIS courses | Sonoma State University | Rohnert Park, CA |
| • Associated in Arts: Office Computer Systems | Santa Rosa Junior College | Santa Rosa, CA |