

Thomas Grey

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Professional Goal

To provide professional IT services to a successful organization

Skills

- Over 8 years of experience providing IT services to a diversity of business models & industries
- 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
- Experience providing remote support & utilizing IT support ticketing systems

Work History

Contract IT Services

Self employed

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

- Responsible for the coordination & direction to transfer most computing technologies to the cloud while maintaining same or higher level of network security. Under the supervision of parenting company, directed the transition to implement cloud solutions such as Microsoft Azure, O365, OneLogin, Google Gmail, Docs & Drive. Use of ZenDesk & SpiceWorks ticketing system.
- 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 & Workchat by Facebook.

IT Consultant

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.
- Negotiated SLA's with third party vendors & developed Best Practices documents for implementing BYOD, NDA, AUP & PUA agreements. Managed a VMWare Esxi local environment.

Education

- Associated in Arts: Office computer systems
- Bachelor of Science: Marketing & MIS courses

Santa Rosa, CA

Rohnert Park, CA

Certifications

- Certified CompTIA A+ technician
- Certified CompTIA Network+ technician

