**GABE THOMPSON**

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**Technical Support Agent**

***~ Producing innovative solutions that address business needs and deliver value ~***

Resourceful Technical Support Agent with 5+ years of progressive experience. Skilled in providing support and leadership while managing the inter-relationship between various departments within highly complex organizational structures. Superior record of exceeding quality assurance expectations. Recognized as a trusted, logistical, troubleshooting resource with a history of making decisions regarding migration, configuration, deployment, and resolutions. Experienced in the strategic detail planning, execution, and leadership of enterprise-wide technology initiatives, which support business goals, deliver continuous improvement, and enhance productivity levels.

**Areas of Expertise**

Active Directory | Account Administration | Backup and Restore Solutions | IT Maintenance | UniFi Technologies

Network Administration | Systems Implementations | Server 2008 – 2016 | Office 365 / Exchange Administration

Technology Upgrades | Windows 7 through 10 | CRM Systems (ConnectWise) | Ticketing Systems (ConnectWise & Zendesk)

**Signature Contributions**

* **Recognized for building and nurturing business / client relationships** while providing reliable backups to all customers at a lower cost. Identified reliable solutions with third party vendors and migrated clients to a cloud backup system (Intronis) while keeping cost at less than $0.07 a GB.
* **Collaborated with clients that wanted a single technician as their primary point of contact.** Provided customized support to larger clients that had a higher demand for onsite support. Commended by customer and senior leaders for boosting client satisfaction scores with IT services.
* **Played a critical role in Migrating to a dedicated Note Taking platform.** Researched products to setup a proficient note system. Built test forms within two different platforms and compared data integrations between them. Found the product with high availability and laid the groundwork for the initial migration.

**Career Highlights**

**Analog Devices November 2020 – February 2021**

**Windows Administrator**

Wrote scripts to streamline the deployment process for new computers.

***Key Initiatives:***

* Imaged and deployed new workstations.
* Wrote install scripts for workstation setups.

**Computers Made Easy April 2014 – June 2020**

**Onsite Lead Technician**

Played a critical role in the organization by evaluating equipment and quoting client prices on computers, servers, and networking equipment.

***Key Initiatives:***

* Charged with troubleshooting hardware, software and included network issues.
* Worked with a team that administrated over 150 SMBs IT environments.
* Spearheaded a project to replace backup products, which resulted a single pane of glass to manage backups.
* Managed Group Policy for printers, shares, and other computer policy settings.

**Additional Experience:** Shipment Preparation, Western Machine Works

**Education / Certifications**

**Associate in Applied Technologies, Clark College (Expected 2023)**

**Comp TIA A+**