**Kevin Tom**

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Education

**BS Network and Security Operations** Graduating 09/2020

*Western Governors University - Salt Lake City, UT*

**BA Business Administration** Graduated 12/2017

*Arizona State University - Tempe, AZ*

Certifications

*Cisco* **Cisco Certified Networking Associate (CCNA)**

*Amazon* **AWS Certified SysOps Administrator – Associate**

*CompTIA* **A+, Security+, Network+, Cloud Essentials+, Project+**

*Axelos* **ITIL V4 Foundation**

Skills

• Troubleshooting • Debugging • Scripting • Automation • Secure Networking • Network Administration

• Cloud Administration • Technical Support •

• Windows • Linux • OS X

• Python • SQL

Professional Experience

**Support Technician** 06/2016 - Current

*ZF TRW Automotive, Mesa, Arizona*

* Diagnosed and fixed issues with IP devices, vision and logic systems
* Troubleshooted and replaced computer hardware
* Repaired electronics such as thermal printers and integrated PCs
* Installed network equipment including PDUs, switches, and cabling
* Reduced impact of incidents by using collaboration, effective communication, and teamwork
* Managed operational changes through proper documentation and implementation
* Reduced daily operational costs by 34% by optimizing processes and eliminating frequent errors
* Provided technical support to 9 operational teams
* Troubleshooted and resolved 93% of issues without escalation
* Provided technical expertise for senior department managers

**Customer Support Agent** 08/2012 - 12/2012

*Best Buy, Mesa, Arizona*

* Provided customer support for desktop and mobile devices
* Installed software and performed system backups
* Verified and corrected operating system configurations in Windows, OS X, iOS, Android devices
* Explained technical information in clear terms to non-technical individuals to promote better understanding

**Military** 09/2012 – 09/2016

*Arizona Army National Guard, Bellemont, AZ*

* Provided emergency response, eliminating hazards and dangers to property and personnel