**Thomas Roth**  
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**PROFESSIONAL SUMMARY**

IT Professional looking for a challenging position with a progressive organization that can utilize my training and experience to enhance, conglomerate and excel with your technical team.

**EDUCATION**

Colorado Technical University Colorado Springs, CO

**Bachelor of Science Degree in Information Technology** 2017**-** 2021

**Software Systems Engineering**

* GPA: 4.0; Summa Cum Laude

ITT Technical Institute Henderson, NV

**Associate of Science Degree in Computer and**  2014 - 2016

**Electronics Engineering Technology**

* GPA: 3.98; Summa Cum Laude

**JOB SKILLS**

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| --- | --- | --- |
| * System Administration * ITIL IT Service Management * Active Directory & Group Policy Management * Windows Server 2012RT/2016/2019 Configuration * Windows XP/7/8/10, Mac, & Linux OS’ configuration * Microsoft Office 2013/2016/2019/365 Pro * Exchange 2010/2013/2016/Office 365 Administration * VMware/Hyper-V * MSP Administrator * Mobile Communications Admin | * Comp TIA A+ * Network Communications * SolarWinds * ManageEngine OpManager * Incinga * ConnectWise Automate & Control * AppRiver and Trustwave Email Security * CUCM * Cisco Unity Voicemail * Cisco Router and Managed Switch Configuration * End-user Training & Support | * C, C++, Bash, Java, Python, SQL programming * Website Development * HTML(5)/CSS(5)/PHP(5)/Java Script * Drupal/WordPress * LMS (Canvas, Moodle and Lectora) * Industrial Automation * Diagnostic/Troubleshooting * Program Logic Controls (PLC’s) * RF Electronic Communications * Soldering and de-soldering * Microprocessors & Microcontrollers * Electronic troubleshooting * Mechanically inclined |

**PROFESSIONAL EXPERIENCE**

Omni Financial Las Vegas, NV

**LMS Migration** August 2019 – September 2019

*Complete the migration of the companies old LMS ProForm to Lectora. Migrating all of the data, charts, pictures and videos, testing new elements of the new system, working out bugs and publishing it to a workable platform for the companies use and training the companies training compliancy staff how to use the LMS system to update and add new content.*

Effortless Office Las Vegas, NV

**IT Systems Analyst II** April 2019 – May 2019

*Provide technical assistance with computer hardware and software and recommend improvements including the resolution of complex issues. Resolve issues for clients expeditiously, address escalated complex issues and work with Tier III and other teams to resolve issues escalated beyond Tier II, provide high quality customer desktop support for desktop applications and devices such as USB and wireless printers. Coordinates, researches, analyzes and conducts special products and reports individually and with a team. Assist end users with applied technical knowledge surrounding VMware, MSOffice and MS operating systems, Active Directory account administration and corporate applications including Microsoft Office and Adobe, Microsoft Outlook/Exchange/Office 365 and corporate email systems.*

* Drive results and set priorities appropriately and independently with limited supervision and direction.
* Identifies, evaluates, promotes and helps implement customer support best practices

Honor IT Solutions Henderson, NV

**IT Professional** August 2017 – Present

*Setting up Dental facilities from scratch to completion. Providing the service of setting up a completely new Dental facility and make it fully operational with the help of our team of experts.*

* Dentrix expertise to setup and configure appropriately. o Boosting the handling of the setup of Dentrix entity and prepare it to be fully functional for our employers
* Deep understanding of the Operating System o Working with team of very highly skilled and experienced experts of the IT domain. These experts have the knowledge of multiple operating systems and are proficient enough to rectify any occurring problems instantly.

Nevada Healthcare Centers Las Vegas, NV

**IT Systems Technician II** November 2017 – April 2019

*Providing System Administration, ITIL IT Service Management: ManageEngine ServiceDesk Plus administration; LAN and WAN Network Architecture: network topology, SolarWinds Network Performance Management, NextGen Administration, Telehealth Deployment and Support, BlueJeans Administration, solving all IT helpdesk issues and Computer Diagnosis Repair/Retire management.*

* CUCM, Cisco Unity Voicemail, Cisco Prime Infrastructure, Cisco Router and Managed Switch Configuration, Windows 2012RT & 2016 and Exchange 2013/2016 Server Configuration and Administration,
* Windows 7/8/10 Pro Configuration and SCCM, Microsoft Office Pro Plus2013, 2016, and 365 software management and support.

Advanced TCI Las Vegas, NV

**IT Help Desk Technician** January 2017 – November 2017

*Providing Linux and Windows 10 System Administration,* *Incinga Network management, Data center racking and stacking: adding new clusters to the existing units at data warehouse. Carrier Routing to increase and improve Call Centers productivity*

* Python programming: for database archiving and to pull data information that is needed.
* Install, configure, administrate and troubleshoot servers, data bases, switches, computers, printers, VOIP equipment.
* Documentation of work and creating structured protocol of common IT and technical solutions for all Tier I & II Technicians support ticketing issues.

ITT Technical Institute Henderson, NV

**SST (System Support Technician)** December 2015– September 2016

*Providing System Administration for the entire campus’ students, professors and administrative staff including maintaining and servicing all technical and IT related equipment for the facility and for the North Las Vegas campus.*

* Systems Administrator, Active Directory (creating users and implemented roles and rights), Maintain and repair all campus computers, Serviced laptops across the campus network, Fixed the problems with the campus printers, Serviced and updated patches to the campus Windows 2012 RT servers, SCCM.
* Resolved cross network hardware issues, Trouble shooting any internal and external network issues, Repaired all technical equipment on the campus (routers, switches, projectors, ect.), Worked with ServiceNow ticketing system (I have handled tickets based on priority, Maintained inventory for all hardware devices and kept track of all the software licenses, Installed and tested new applications as needed by the school, Maintained the VOIP system