**Tom Thomason**

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**Summary**

* PC Help Desk Support Technician, offering technical expertise in all areas of PC and desktop support across windows networks and servers
* Proficient in PC hardware and network client applications; well versed in current server, desktop and laptop hardware systems; network and desktop operating systems.
* Skilled communicator of highly technical information to both technical and non-technical personnel.

**Qualifications**

* Strong troubleshooting and diagnostic skill
* 18 plus years hands on computer repair/new-build experience
* Experienced with Microsoft windows XP, vista, windows 7, 8, 10 and server 03 -16
* Knowledge of modems, routers and network protocol
* Virus and spyware removal
* Diagnose and repair software & hardware problems
* MS office experience with word, excel, outlook and Lync
* Office 365
* Remote support
* Verbal and written communication skills
* Customer service experience
* Active directory
* DNS
* Exchange
* Virtualization
* TCP/IP
* SIP/VoIP
* Extensive call center experience
* HIPAA training

**Certifications**

* A+ Certified
* Network + Certified
* Windows 7 MCTS
* Server 2008 Active Directory, MCTS

**Experience:**

**Apex systems. December 2019- March 2020**

**Service Desk (MGM international)**

**Las Vegas NV.**

* Service desk for all MGM properties
* Active directory. unlocking accounts and resetting passwords
* AS400. Unlocked accounts, reset Passwords and installed Kronos, Stratton Warren and LMS.
* Patron(Citrix). Unlocked accounts and reset Passwords
* Remote support for all MGM properties
* Office 365 remote support
* Supported over 15000 users
* OKTA support
* Machine accounting (Citrix). Unlocked accounts and reset Passwords
* Logged tickets in CA service desk
* Archtics (Ticket master). Unlocked accounts and reset Passwords
* Opera (Citrix). Unlocked accounts and reset Passwords
* Windows 7 and Windows 10 remote support

**ProCare Rx February 2017 – August 2019**

**Desktop support**

**Las Vegas NV.**

* Managed Pharmacy computers and Symphony (pharmASSIST) software. Configured pharmacy specific scanners, scales and Zebra label printers
* Provided desktop support for all users. Troubleshooting and repair of workstations.  Troubleshooting of networks, systems and applications to identify problems
* Provided support for Office 2016, Qlikview and other (POETS) Procare RX proprietary software
* Troubleshooting of telecom issues within VOIP system using Mitel and contivio phones.
* Maintenance and troubleshooting of network printers and copiers.
* Managed Active directory- unlocked user accounts, changed passwords.
* Setup and configured Fortinet VPN and remote desktop for end-users
* Maintained server room and kept server OS up to date
* Setup mobile devices with company email
* Backup of hard drives using disk2vhd
* Responded to service requests in OSTicket
* Managed IP security cameras
* Setup Outlook with company email (Zimbra)
* Managed email accounts using Zimbra admin console
* Managed network devices with PDQ inventory software

**Link Technologies (Golden Entertainment)**

**June 2016 – November 2016**

**Helpdesk**

**Las Vegas NV.**

* Provided remote technical support for Tavern employees. Supported PC’s and Micros terminals
* Provided onsite support for employees of Golden Entertainment Corporate
* Setup and maintained New PC’s and Laptops
* Setup and provided support for CashClub terminals for Taverns.
* Setup and removed users in Ardent
* Managed usernames and Passwords in Ultipro so that employees could print out paystubs online
* Managed Active directory- unlocked user accounts, changed passwords.
* Provided desktop support for all users in order to maintain operations.  Image, analyze, repair, and upgrade workstations.  Trained newly hired IT staff, educated end users on new software.
* Configured mobile devices with company exchange email
* Configure windows 7 and 10
* Removed Malware and viruses
* HP Printer support
* Configured Outlook 2013 and 2016
* VOIP support- Mitel phones
* Managed mailboxes and distribution groups in MS Exchange server- Created and deleted email accounts. Created and deleted distribution groups. Added and subtracted users from distribution groups.
* I responded to tickets in Track-It ticketing system.

# Setup up conference rooms

**Resource Edge June 2014 – June 2016**

**Helpdesk/technical support manager**

**Las Vegas NV.**

* Provided technical support for TalentHook and InsuraSeek cloud software.
* Provided onsite support for employees of ResourceEdge
* Setup and maintained QuickBooks server and host computers for billing dept
* Setup SIP/VoIP phones using Five9 service. Including incoming and outgoing campaigns with auto-dialer. Setup company voicemails, email notifications and call forwarding.
* Configured outlook email on company computers using IMAP
* Managed company email using Google business apps account
* Ordered PC’s and parts as needed from vendors
* Backed up, reimaged, and deployed PCs
* Remote support – GoToMeeting and Join.me
* monitored network status to ensure uptime
* Configured Vlans and content filtering in Cisco rv325 router

**Macfarlane group July 13- May 14**

**Helpdesk/desktop support**

**Las Vegas NV.**

* Managed Active directory- unlocked user accounts, changed passwords. Moved users and computers to the proper OU’s. Removed duplicate computer name entries to keep DNS working efficiently
* Provided desktop support for all users
* Configured smartphones with company exchange email and Lync
* Configure windows 7 and 8
* Replaced computers and Hardware
* Removed Malware and viruses
* Diagnose and repair networking issues –setup and maintained servers and switches in server room
* Remote support – Cisco any connect
* Printer support- Konica Minolta bizhub 423 and C360
* Configured Outlook 2007, 2010, 2013, office 365 and Lync
* VOIP support- Polycom -Interaction Client
* Managed mailboxes and distribution groups in MS Exchange server- Created and deleted email accounts. Created and deleted distribution groups. Added and subtracted users from distribution groups.
* I Configured Thin-clients- Wyse c10le and HP Flexible Thin Client t610. I created image of C10le hard drive (Windows 7 ce) using EaseUS Disk Copy. Input correct address of terminal server for end-users to connect.
* I responded to tickets in Gemini ticking system.

# Ordered PC’s, Laptops, and parts as needed from vendors.

# Setup up conference rooms

* Assisted with network installation and support including involvement in toning out lines preparing VLANs for new offices

**Crescent solutions, Las Vegas NV Nov 12- Mar 13**

**Desk-side support technician –Venetian/palazzo Hotel**

* Respond to tickets posted by Service desk
* Active directory
* Configure software, Replace computers.
* Serviced CRUs (customer replaceable units) such as hard drives, fans, cables, etc.
* Diagnose and repair networking issues
* Remote support
* Printer support
* Supported over 1000 users
* Migrated outlook users from old domain to new domain.
* Backed up and transferred pst outlook files.
* Backed up and transferred all files in User Network profiles.
* Diagnosed network cable issues using Network Line Toner.
* spliced and crimped cat 5 cabling
* Responsible for special events setups. This included meeting with special events team prior to each setup, understanding specific needs, designing a detailed IT plan that involved action from various other IT departments, and creating calendar events for each department to ensure all segments of the plan were carried out.
* Assisted with network installation and support including involvement in toning out lines preparing VLANs for new offices
* Led a team responsible for the refresh of all property Printers. Refreshed more than 2000 Printers over the course of four months.

**Robert Half Technology, Las Vegas NV Sep 11 – Sep 12**

**Helpdesk Technician - Stations casinos**

* Responded to IT requests from various departments within Station Casinos.
* Provide technical support for station sports connection wagering service.
* Was responsible for monitoring multiple virtual servers using Remote Software
* Setup Workstations.
* Configured software, Replaced computers.
* Replaced hardware. Diagnose and repair networking issues.
* Respond to CA tickets posted by solution center.
* Added and subtracted inventory using Active Directory
* Unlocked User accounts in Active Directory
* Imaged Hard drives using PXE network drive

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**Tech skills , Las Vegas NV 2010 – 2011**

**Student**

* Attended school to obtain Industry Certifications. A+, Network +, MCTS windows 7 & server 2008

**Education**

Tech-skills of California, Las Vegas, NV Campus

Obtained industry certifications, 2010 - 2011

Community college of southern Nevada

Studied computer repair and networking, 2002

General Equivalency Diploma