# Thomas Millard

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A technically proficient, multi-talented, and highly analytical IT professional with a wide range of skills in systems deployment, configuration, maintenance, and upgrading. Expertise in grasping new functional notions quickly and employing them in a productive manner.

# *Technical Skills*

Servers: Active Directory, DHCP, DNS, Exchange, Hyper-V, Local File, Office 365, Print, SCCM, VMWare

Software: AirWatch, AppSense, Casper Suite, Citrix, G Suite, Intune, ITIL, Jabber, JAMF, Mac OS, Microsoft Office Suite, Mimecast, Okta, ServiceNow, ShareFile, Smartsheet, Windows OS

*Work History*

System Administrator/IT ConsultantTS.IT Concierge | January 2017 – Present

* Own and operate a result driven MSP for small businesses up to large enterprises
* Wrote a technology policy from the ground up for a well-established aerospace company

Application Support Specialist (System Administrator)  
Bracewell LLP | January 2018 – October 2019

* Managed a team of 7 staff locally and mentored a group of 11 teammates globally
* Established a project management team to govern application development and deployment via SCCM
* Project Manager for completed Windows 7 to Windows 10 migration for 1200 endpoints
* Lead admin for Group Policy, Active Directory, User Modification, and SCCM

Information Management Specialist  
Bracewell LLP | July 2015 – December 2017

* Pioneered Mac OS support for the company
* Gained access to as much as possible to prove myself in many service areas

IT Support Specialist   
Zillow | September 2014 – June 2015

* Head point of contact for more than 2000 staff and executives
* Top team member with most ticket closures month over month
* Started a bi-weekly happy hour for local staff to bring in tier 1 issues on a personal level

System Administrator   
Mars Hill | January 2014 –October 2014

* Head point of contact for 100 staff spanning 15 locations in 4 states
* Set up a successful automated computer imaging cycle from the ground up

Desktop TechnicianBellevue PC Recycle and Repair | December 2013 – March 2014

* Customer service focused position dealing with minor issues to full computer buildouts

Helpdesk TechnicianEverett Community College | June 2012 – August 2013

* Head point of contact for student computer lab tier 1 issues

# *Education*

Central Washington University

Bachelor of Applied Science in Information Technology and Administrative Management | 2015

Everett Community College

Associate in Applied Science and Technology in Computer Information Systems | 2014

# *Relevant Courses*

* Administering System Center Configuration Manager (M20703-1)
* Udemy – Advanced Scripting & Tool Making using Windows PowerShell
* Udemy - Complete Python Bootcamp
* Udemy – Java Programming Masterclass

# *Volunteer Experience*

* I am the IT Director of the Dragonflight GameCon assisting with any technology needs
* I organize an annual cleanup initiative for Seattle Lighthouse for the Blind