

Thomas Wimer

IT Professional

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About Me

Resourceful and detail-oriented IT Support Specialist with over 2 years of hands-on experience delivering remote and on-site support across Windows, macOS, and Linux environments. Skilled in troubleshooting hardware, software, and network issues (including DNS, WAN, LAN), with a proven ability to resolve problems efficiently and independently. Experienced in supporting residential and business systems, including routers, camera setups, and end-user devices. Known for strong communication, excellent customer service, and the ability to clearly explain technical concepts to non-technical users. Proficient with ticketing systems such as ServiceNow and Zendesk. Seeking to leverage technical expertise and a proactive mindset in a dynamic IT support or field technician role.

Skills

- Systems: Windows 10/11 macOS Linux
- Networking: DNS DHCP IP addressing Wi-Fi setup VPN router/switch/modem configuration
- Hardware Support: POS systems IP/NVR Camera Systems USB peripherals workstation assembly magnetic gate hardware low-voltage wiring
- Tools: ServiceNow Zendesk Jira Remote Desktop
- Programming/Scripting: Python JavaScript SQL Bash
- Version Control / DevOps: Git Docker
- Soft Skills: Remote troubleshooting field diagnostics escalation management cross-team communication

Education

Full Stack Development

Boot Camp, Online
Jan 2024 - Present

- Python, JavaScript, React, SQL, HTML/CSS, Docker

IT & Software Development

Certifications

Coursera, Online
Apr 2024 - Present

- Networking Fundamentals, Python, C++

Experience

IT Field Technician

DISH, Dayton, OH
Dec 2024 - Present

- Provided remote and on-site IT support for residential and small business clients, configuring networks, routers, and modems.
- Installed and troubleshot Wi-Fi systems, IP cameras, NVRs, and satellite equipment, maintaining 98%+ customer satisfaction.
- Diagnosed hardware and connectivity issues using remote tools and ticketing systems; ensured accurate service documentation.
- Collaborated with field teams on low-voltage installations, prioritizing safety and adherence to best practices.

Freelance IT & Web Services

Self-Employed, Dayton, OH
Mar 2024 - Present

- Built responsive and SEO-optimized websites for local businesses, integrating front-end and back-end solutions using HTML, CSS, JavaScript, React, and SQL.
- Implemented e-commerce features, improved site performance, and provided training/documentation to clients for ongoing management.
- Conducted website audits and troubleshooting for performance bottlenecks, accessibility issues, and mobile compatibility.
- Developed automation scripts using Python to streamline content updates and backups.

Lead Customer Service Representative

Lootmarket, Online
Aug 2015 - Jul 2016

- Led support team operations and managed escalated incidents via ticketing platforms.
- Developed knowledge base documentation and internal SOPs to streamline support workflows.
- Supported internal tool and chatbot performance, assisting with product rollout coordination.