

# AARON THOMAS

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## OBJECTIVE

To advance my technical career by continuing to offer my experience, expertise and dependable work habits that will eventually promote further growth within a company.

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## PROFESSIONAL EXPERIENCE

### PHILIPS HEALTHCARE – Remote Employee

March 2016-Present

One of the largest multinational medical equipment manufacturers in the world.

#### *System Administrator / Global Education Customer Support*

- Supported 2000 Field Service Engineers by determining business requirements and driving towards solutions.
- Developed and maintained client relationships with vendors and business partners, i.e. Sprint, AT&T, Verizon, etc.
- Work closely with call center to identify problem scope and escalate IT issues to developers.
- Managed incidents from detection to resolution and recovery.
- Led meetings engaging appropriate parties to determine solutions and resolve issues.
- Provided regular incident notifications that impacted lines of business and senior managers with appropriate data.
- Worked closely with project management teams, and development groups to coordinate plans and activities to ensure service level agreements are upheld.
- Liaised between the business and performed checkpoints with developers and other technology groups or vendors on ensuring objectives were being met.
- Facilitated change by assembling documentation, conducting training, and providing support for end users with questions and concerns.
- Supported system testing and new functionality roll outs.

### PHILIPS HEALTHCARE – Alpharetta, GA

August 2011-March 2016

One of the largest multinational medical equipment manufacturers in the world.

#### *Product Support Technician*

- Supported 2000 Field Service Engineers by determining business requirements and driving towards solutions.
- Developed and maintained client relationships with vendors and business partners, i.e. Sprint, AT&T, Verizon, etc.
- Work closely with call center to identify problem scope and escalate IT issues to developers.
- Managed incidents from detection to resolution and recovery.
- Led meetings engaging appropriate parties to determine solutions and resolve issues.
- Provided regular incident notifications that impacted lines of business and senior managers with appropriate data.
- Worked closely with project management teams, and development groups to coordinate plans and activities to ensure service level agreements are upheld.
- Liaised between the business and performed checkpoints with developers and other technology groups or vendors on ensuring objectives were being met.
- Facilitated change by assembling documentation, conducting training, and providing support for end users with questions and concerns.
- Supported system testing and new functionality roll outs.

**PHILIPS HEALTHCARE – Atlanta, GA**

July 2008-Aug 2011

One of the largest multinational medical equipment manufacturers in the world.

***Client Account Administrator***

- Provided all customer service functions for employees and customers for the web based learning portal. Assisted with overflow support to the in house Customer Support team for company applications and mobile devices
- Increased data entry workflow by streamlining customer data and data entry processes; This increased productivity by 50% and allowed cross functional training to support additional applications; As a result, data integrity improved due to the reduction of touch points within the process of collection and use.
- Utilize many tools for troubleshooting technical problems offering the quickest and best possible results remotely.
- Selected to test new applications to ensure proper functionality; Also chosen to review accreditation guidelines for client online courses; When items were found that affected the quality of course materials I had to communicate directly with executives and course SME in order to resolve quickly and accurately.
- Remotely assisted clients and employees in the use of the Online Learning website and other Philips applications; Trained employees and customers to use an online meeting application to save thousands in travel expenses; Trained new employees to ensure optimal performance and knowledge of all applications supported.

***Key Achievements:***

- Transitioned from supporting one application to all applications supported by the Philips GCS Helpdesk.
- Implemented new concepts to improve the efficiency of the Philips Online Learning Center to customers as well as the administration team.
- Implemented a cloud-base support database utilized by all members of the GCS team to provide a standard of support.

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**TECHNICAL SKILLS**

**Programming Languages:**

HTML • CSS • JavaScript • jQuery • NodeJS

**Operating Systems:**

Windows XP/7/10 • Windows Server • MacOS • iOS • Android

**Applications:**

MS Office • Interactive Intelligence • Philips Remote Services (PRS) • SAP • Adobe Connect • HP SM7 • Amdocs Clarify • Salesforce

**Other:**

SaaS integrated environments • Remote Desktop Applications • Cisco Webex

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**EDUCATION**

**Business Admin – ST. LOUIS COMMUNITY COLLEGE AT FOREST PARK, St. Louis, MO – 2003-2004**

**Full-stack Web Dev Certification – GEORGIA INSTITUTE OF TECHNOLOGY, Atlanta, GA – Nov 2019-May 2020**

~~ Excellent References Provided Upon Request ~~