### THOMAS L. GIUDICE

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## BACKGROUND SUMMARY

A detailed-oriented, self starting and hard working IT professional able to work independently or as part of a team. An aggressive problem solver that is proficient with multi-platform systems and with an extensive background working with Cisco routers and switches.

## CAREER HISTORY

**AEROTEK at Whirlpool corporation, Saint Joseph, Michigan 11/2011 – Present**

**Trade Partner Support Specialist (2011 – Present)**

* Respond to requests for placing special orders
* Utilize SAP to track trade partner orders
* Became Multi-skilled Expert (MSE) supporting several trade partner teams
* Respond to associate requests for order cancellation
* Proactively update trade partner of backorders
* Assisted with testing of updates to corporate trade partner web site
* Assist trade partners to isolate connection issues with trade partner web site
* Reported system issues to help desk for routing to resolver group

**TECHNISOURCE, Boston, Massachusetts 8/2011 – 9/2011**

**Remote Technician (2011)**

* Remotely access customer computer and affect repairs
* Talk with customers to diagnose problem and determine if software or hardware related
* Work with other technicians to affect repairs on customer computers
* Responsible for properly routing customers to appropriate department to get service.

**Express Employment Professionals, Saint Joseph, Michigan 8/2010 – 1/2011**

**Technician (2010 – 2011)**

* Resolve cabling and network issues for customers
* Install and configure new PC based hardware and software
* Create inventory of customer equipment
* Setup new server hardware and related software
* Assist customers with updates to hardware and software

**JT Digital Solutions, Stevensville, Michigan 6/2004 – 2/2010**

**Senior Consultant (2004 – 2010)**

* Built or upgraded client networks to the latest standards in hardware and software, working within client budgets and time constraints.
* Forensically recovered client data files from non-responsive hard drive.
* Performed forensic analysis as required by clients on company or individual systems
* Built web presence for company and clients based on the clients own proprietary information.

**WHIRLPOOL CORPORATION, Benton Harbor, Michigan 10/1999 – 5/2004**

###### Senior Telecommunications Analyst (2001- 2004)

* Assigned to monitoring tools server standardization project resulting in better hardware and software support by vendors. Project was completed on time and 10% under budget.
* Acted as department liaison to engineering teams resulting in the smooth transitions of new responsibilities for the Network Management Center.
* Assigned the responsibility of gathering and submitting the department statistics for reporting to upper management.
* Acted as lead for the consolidation of European network management to North America resulting in transition of monitoring tools and capabilities to North America.

###### Telecommunications Analyst (1999 - 2001)

* Worked with Information Security group to implement new corporate wide password security standards.
* Wrote documentation on the process for handling the Sigma and Searsmail outages resulting in shorter downtime.
* Took lead on adding after hours paging to network monitoring tools resulting in quicker response to network outages.
* Created database of network management activities to organize updates and create reports to management for weekly review.

**TEKSYSTEMS, Grand Rapids, Michigan 12/1997 – 10/1999**

###### Technical Analyst at Whirlpool Corporation (1997 – 1999)

* Assigned to a 15-person team dedicated to the deployment of PC hardware and software resulting in the corporate standardization of hardware and software within North America.
* Assigned to technical support role during corporate standardization project resulting in the resolution of end-user trouble tickets
* Primary support for 500 users at corporate headquarters to resolve PC hardware and software issues.

**COMPUTER SOLUTIONS, Baroda, Michigan 5/1997 – 12/2000**

###### Proprietor (1997 – 2000)

* Responsible for contacting potential customers and follow-up visits to clients.
* Worked with clients to determine hardware and software upgrades, creation of networks and installation of communication equipment.
* Setup computer systems to client specifications as well as performed diagnostic troubleshooting both on-site and remotely.
* Worked with clients to determine potential security concerns and then worked with their IT teams to correct them.

**FIRST RESOURCE FEDERAL CREDIT UNION, Saint Joseph, Michigan 6/1993 – 5/1997**

###### Systems Analyst (1995 – 1997)

* Assigned to systems upgrade project resulting in the deployment of greater CPU and storage capacity, project was completed on time and within the $250,000 budget.

###### Systems Administrator (1993 – 1997)

* Assigned to the daily operations of the organization resulting in the timely delivery of statements to members and reports to internal staff.
* Took lead role in the enhancing of data backups and off-site storage ensuring the security of the organization and member data.

## EDUCATION AND PROFESSIONAL DEVELOPMENT

**University of Phoenix, Phoenix, AZ**

**BS Information Technology**

Networking and Telecommunications

Course work towards completion of degree

**Jackson Hewitt Tax School, Benton Harbor, MI**

Tax Preparation Training

**Sylvan Testing Center, South Bend, IN**

Certified Netware Engineer

CiscoWorks 2000 Boot Camp

**GlobalNet Training, Dallas TX**

CCNA Boot Camp

Certification as CCNA

**Hewlett-Packard Training Center, Naperville, IL**

HP-UX System Security

HP-UX Performance and Tuning

**InfoSec Institute, Chicago, IL**

Certified Computer Forensic Examiner

**AllState Home Inspection, Burlington, VT**

Certification in Residential and Commercial Building Inspections

National Electric Code qualified

##### COMPUTER AND TECHNICAL SKILLS

**Software and Applications**  
COBOL, FORTRAN, dBASE III+, Pascal, C, Ada, RPG II, AutoCAD, Lotus 1-2-3,Visio, Word, Excel, PowerPoint, Access, Word Perfect, Windows, Notes, OneNote, Project

**Computer Forensic Applications**

Forensic Toolkit (FTK), Encase

**Computer Network Applications**  
Novell Netware, UNIX, Linux, Windows NT, AIX, Windows Server 2003 and 2008  
  
**Computer Operating Systems**  
OS/2, OS/2 Warp, HP-UX UNIX version 8 through 9.04, Novell v2.12 through v5.x, MS-DOS, PC-DOS, Macintosh System 7, Windows 95, 98, 2000, XP, Vista and 7, Windows NT Server & Workstation, Windows server 2003 & 2008  
  
**Computer Systems Hardware**  
HP9000 series 700 and 800, Compaq Servers, IBM Compatible PCs (including Dell, Compaq, HP), Macintosh, IBM Netfinity Servers, Dell PowerEdge Servers, HP ProLiant Servers  
  
**Telecommunications**  
Frame Relay, ISDN, T1, T3, DSL, Cable, POTS  
  
**Network Hardware**  
Cisco routers, Cisco switches, Frau, Paradyne Framesavers, Linksys by Cisco, D-Link, Netgear  
  
**Monitoring Tools**  
Netview, Cisco Works 2000, What’s Up Gold, Netfinity Director

**Website Design Applications**

FrontPage, Expression Web

##### ACHIEVEMENTS AND AWARDS

Received Outstanding Contributor Award for work with the European network management reorganization project (2002)

Received Spot Award for work with the reorganization and outsourcing of network operations and management to IBM Brazil (2003)

## CIVIC AND PROFESSIONAL AFFILIATIONS

American Numismatic Association 2000 - Present

Life Member in Good Standing

American Philatelic Society 2002 - Present

Member in Good Standing

Find A Grave Volunteer 2011 – Present

## PERSONAL HOBBIES

Avid stamp and currency collector, cycling, photography, home improvements, cooking