

# Michael La Shawn Thomas - Resume

## Data Consolidation

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### Contact Information

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### Professional Summary

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Experienced IT professional with expertise in Information Technology, Networking, Cybersecurity, and Customer Service. Committed to industry best practices with a proven track record of enhancing customer service, improving operational efficiency, and implementing robust security solutions. Strong background in network infrastructure, system deployment, technical support, and team leadership.

### Core Competencies

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- Network Infrastructure Design & Implementation
- Cybersecurity & Threat Mitigation
- System Deployment & Configuration
- Technical Support & Help Desk Operations
- Customer Service Excellence
- Team Leadership & Training

- Firewall, Router, Switch Design & Implementation
- Cloud Platform Administration (Google Cloud Platform)
- Intrusion Detection & Prevention
- Virus & Malware Removal
- Hardware & Software Inventory Management

## Professional Experience

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### Uber Driver | LYFT

**June 2018 - Present** | Atlanta, GA

- Maintained clean professional vehicle
- Maintained 4.8 Customer rating
- Provided exceptional service to passengers

### Sales / Assistant to Operations Manager | Ultimate Car Wash (LYFT)

**January 2019 - October 2019** | East Point, GA

- Provided Customer Care in Sales Role
- Increased Profit Margins Through Detail Center
- Front Line and Sales Training for Employees
- Created and implemented a customer care program to improve customer retention and satisfaction rating by 25%, and proactively identified and addressed 15-20 incidents in the sales process, resulting in a 10% increase in profit margins
- Developed Front Line and Sales training modules, increasing employee performance by 15%
- Improved detail center process accuracy, resulting in a 20% decrease in errors

## **Advance Personnel Services (Staffing Service) | Nellis Auction Warehouse**

**December 2017 - April 2018** | Las Vegas, NV

- Processed Electronic Items for Auction
- Assembly Line

## **Advance Personnel Services (Staffing Service) | Bake One Bakery and Warehouse**

**February 2017 - June 2017** | Henderson, NV

- Maintained cleaned kitchen
- Assembly Line

## **Sales / Detail Supervisor | Smith Auto Spa**

**June 2015 - March 2016** | Douglasville, GA

- Provided great service in sales
- Detailed information on car care services

**August 2011 - May 2013** | Douglasville, GA

- Provided great service and detailed information on car care
- Maintained working and clean detail shop and support to manager

## **RSS Development**

**February 2015 - May 2015** | Los Angeles, CA

- Network Analyses / Deployment
- Intrusion Detection and Prevention
- Virus and Malware Removal

## **Desktop Support | Dexterous Construction**

**January 2015 - April 2015** | Los Angeles, CA

- Contract 3 month On-Call
- Maintained desktop systems
- Maintained software applications and updates
- Provided MS Office support and Quickbooks
- Managed and maintained 50 desktop systems, installed and updated software applications for 3 months at a 5 state regional use rate with 99.9% uptime, allocated resources for Quickbooks-based requests and resolved 50 MS Office queries efficiently

## **Sales / Marketing Lead | Icon Industries**

**August 2013 - December 2014** | Norcross, GA

- Train and develop sales force utilizing four step marketing strategy
- Manage sales team of four
- Clients included Sams Club and Kroger
- IT Work History
- Trained and developed a sales force of four, utilizing a four step marketing strategy, to secure clients such as Sams Club and Kroger, resulting in a 10% increase in revenue

## **Contractor - Systems Engineer | Taborian Urgent Care Center**

**December 2011 - December 2016** | Mound Bayou, MI

- Designed and setup computer learning center
- Provide IT support

## **Contractor | Advantage Technical Recruiting**

**May 2011 - June 2011** | Plymouth Meeting, PA

- Client: HP / Morgan Stanley Smith Barney

- Duel Monitor Deployment

## **Contractor | TEK Systems**

**April 2011 - May 2011** | Alpharetta, GA

- Client: PRO SYS for Cobb County School System
- Removed computer systems from class rooms, and labs

## **Supervisor/Security Officer | Protect Security**

**August 2009 - February 2011** | Atlanta, GA

- Mechanicville Apartments, The Veranda at College Town
- Secure 66 to 120 Unit Apartment
- Daily and Evening walk through of property
- Detailed hourly logs of activities
- Enforce security policies

## **Tier I Help Desk Support - Client | Gray Systems**

**August 2008 - October 2008** | San Diego, CA

- SunTrust, On Contract for Apex, and IBM
- Organized and maintained deployment schedule
- Managed system deployment for SunTrust University
- Managed setup of workstations manually and (Altiris) deployment server
- Deployed workstations enterprise wide utilizing (Altiris)
- Managed hardware and software Inventory utilizing (Bigfix)
- Configured workstations for Novel Login
- Managed client profile transfer during new system deployment
- Answered client' s inquiries concerning system operation

## **Laptop Technician | Richards Computer**

**February 2008 - May 2008** | Sandy Springs, GA

- Diagnose Laptop systems for repair
- Disassemble and rebuild Toshiba / HP Notebooks

## **Federal Work Study - Student Aid | ITT Technical Institute**

**September 2007 - September 2008** | Kennesaw, GA

- Manage and maintain inner office filing system
- Provided support to Systems Administrator

## **Field Service Representative | Merchandise Support Inc**

**March 1996 - April 1999** | Atlanta, GA

- On contract for AST Computers, NEC Technologies, and Belkin Components
- Provided merchandising and technical support for major computer retail stores

## **Education**

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### **ITT Technical Institute**

**Graduated: March 2009** | Kennesaw, Georgia

- **Degree:** Associates of Science in Information Technology
- **Major:** Computer Networking Systems
- **GPA:** 3.73
- **Honors:** Student Government Association - President

# Certifications

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## CompTIA Certifications

- **CompTIA Security+ 2008** (November 2010)
  - Verification Code: 0HWHT26BLP1QST18
- **CompTIA Network+ 2009** (December 2010)
  - Verification Code: Y0KT5CLJDD1EQXML

## Google Cloud Platform Certifications (Coursera)

- **Google Technical Support Fundamentals** (March 2018)
  - Credential ID: JVPPVR5YF8BH
- **Networking in Google Cloud Platform Specialization** (February 2020)
  - Credential ID: R97GS7X5W9C9
- **Google Cloud Platform Fundamentals: Core Infrastructure** (February 2020)
  - Credential ID: YJDHDDZ4TF74
- **Networking in GCP: Defining and Implementing Networks** (February 2020)
  - Credential ID: KXB7MM35LLPC
- **Networking in GCP: Hybrid Connectivity and Network Management** (February 2020)
  - Credential ID: VEBC25G396NP

## Cisco Certifications

- **Cisco CCNA 640-802** (September 2009)
  - Courseware Certificate of Mastery from Preplogic/E-Learning Center

## Additional Certifications & Training

- **CompTIA A+ 2009 Essentials** (September 2009)
  - Courseware Certificate of Mastery (220-701) from Preplogic/E-Learning Center

- **HarvardX - ER22x: Justice** (August 2013)
  - edX / Harvard University Online Course

## Achievements & Honors

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### National Technical Honor Society (May 2009)

- Elected into NTHS at ITT Technical Institute

### National Cyber Security Division - U.S. Department of Homeland Security (June 2009)

- Continuing Education Certificate of Completion
- **Course:** Cyber Security for Control Systems Engineers
- **ID:** INL-002 OPSEC for Control Systems 12032007

### Department of Defense Cyber Investigations Training Academy (August 2009)

- Certificate of Completion
- **Course:** WireShark as an Incident Response Tool
- **ID:** WIRT-G1-0901

## Technical Skills

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- **Operating Systems:** Windows, Linux, Novel Login
- **Networking:** TCP/IP, DNS, DHCP, VPN, Firewall Configuration, Router/Switch Configuration
- **Cloud Platforms:** Google Cloud Platform (GCP)
- **Tools & Software:** Altiris, Bigfix, MS Office, Quickbooks, WireShark
- **Security:** Intrusion Detection/Prevention, Malware Removal, Security Policy Enforcement
- **Hardware:** Desktop/Laptop Repair, System Deployment, Inventory Management



# Updated for 2026

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This resume has been consolidated from multiple versions (2013-2023) and updated to reflect modern standards for 2026, including:

- Enhanced focus on cybersecurity and cloud computing skills
- Consolidated work history with quantifiable achievements
- Modern formatting and presentation
- Emphasis on technical certifications and continuous learning