## Thomas Begush
*IT Systems Engineer / Network Administrator*

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**Profile:**
Skilled System Administrator seeking a challenging environment within which to utilize technical expertise and provide outstanding support.  Broad skillset with a focus on Information Technology, procedural operations, risk management, and virtualization platforms.  Excellent troubleshooting and communication skills, strong work ethic, and 12 years of military experience focused on leadership, training, and delivering results.

- Network design and implementation
- Root cause investigation / risk mitigation
- File server, NAS, RAID array maintenance
- Project Management / Change Management

- Documentation and Standards development
- IT consulting and systems administration
- Backup and disaster recovery experience
- Experience with HIPAA / PCI-DSS / ITIL

**Systems Engineer**                          Invision Technology                          2019-Present
**Role:** Planned, implemented, and operated a Windows domain based infrastructure.  Administered MS Windows Servers (Active Directory, Hyper-V), Microsoft / Apple workstations, and network security firewalls (Sophos, Sonicwall, PFsense, Ubiquiti) for 550 users across 43 different client companies.  Proven ability to create and deliver solutions tied to business growth, organizational development, and systems optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects, and teams in a range of challenging IT environments.

**IT Systems Support Engineer**                          Amazon.com                          *2015 - 2019*
**Role:** Excelled in a fast-paced and constantly changing global environment. Operated and maintained a complex network of Linux servers and Cisco and Broadcom switches in an LDAP environment.  Executed a complete overhaul of physical and virtual servers (Xen).  Implemented technical writing standards for IT policies, certified in Amazon Robotics, trained and mentored new engineers, technicians, and interns. Cultivated client and inter-departmental relationships. Investigated misuse of Amazon systems and equipment. Resolved over 6900 trouble-tickets in 48 months.

**Systems Administrator**                          Phoenix Synergy IT                          *2013 - 2015*
**Role:** Network administration / infrastructure support for multiple local businesses across a variety of industries.  Performed server management, network expansion and maintenance, IT disaster recovery, desktop deployments, application support, and cultivated client relationships.  Led computer education seminars for clients.  Created detailed reports and analyses on activities and delivered informational briefings.

**Independent IT Consultant**                          Don't Hate Computers                          *2011*-Present
**Role:**  IT consulting and one-on-one computer tutoring and group education for a wide variety of clients on a contract basis.  Designed, built, and installed IT solutions for SOHO customers.  Led computer education courses to train users on Windows, and Mac OSX platforms, performed file recovery with Veeam and Acronis, virus removal, and other IT support functions as needed.

**Military Intelligence Analyst**                          United States Military                          *1999 - 2011*
**Duties:** Leadership / intelligence role in the US military.  Administered and maintained a two-million-dollar military equipment pool.  Supervised risk management, logistics, technical operations, and developed specialized training plans for a platoon of 22 subordinates. Organized training exercises, resourced equipment and personnel.  Liaised with other departments / local law enforcement.  Exploited intelligence assets, including human sources and smartphones, generating actionable reports based on results.

**Education:**
  Bachelor of Science - Computer Networking          Arizona State University          2011 - 2014