Thomas W. Bolling

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EDUCATION

  University of Houston, College of Technology, *Houston, Texas*
Bachelor of Computer Information Systems   **Expected Graduation, Dec. 2021**

EMPLOYMENT

AES Drilling Fluids
Senior Helpdesk Analyst   **June 2017 – Current**
- User account and email creation
- Update and maintain the AES Drilling network
- Using Cisco Meraki devices and dashboard, monitor/maintain all warehouse network issues via troubleshooting through our network devices.
- Create and update computer images for AES.
- Maintain and troubleshoot AES CUCM along with all user VOIPs.
- Assist in troubleshooting all user issues.
- Help update and monitor all servers on the AES system.

Cardtronics, plc -- *Houston, Texas*
Level II Helpdesk Analyst (Intern & Part-Time)   **June 2016 – May 2017**
- With the use of Service Now and SiteHelpDesk ticketing system
I perform daily task that involve assisting local Houston users as well as remote user across the US.
- Troubleshooting laptop and desktop hardware issues.
- Imaging of computers for new hires.
- Account creation using Exchange and Active Directory.
- Troubleshooting software issues for users.
- Setup of equipment for users.
- Testing the network issues.
- Setup of Voip phones and troubleshooting.

National Guard -- *Houston, Texas*
IT Specialist (E-4/SPC)   **June 2013 -- May 2018**
- Train new soldiers that arrive to the unit how to work the
Command Post Node (Networking Equipment), troubleshoot it, connect to the network, and become efficient with the layer 2 & 3 equipment that is in the CPN.
- In charge of four soldiers that were under me.
- Update and maintain networking equipment.

NRG Energy -- *Houston, TX*   **Jan. 2013 -- Aug. 2013**
Helpdesk Support
- Through use of the Remedy ticketing system assisted mechanics offshore with

computer related problems

- First level of end user contact to fix their problem
- Use of Exchange to create and maintain user email accounts
- Constant use of Active Directory to connect users to different access groups, and maintaining their personal accounts
- Work with programs such as Oracle
- Worked with a team of twelve people rotating on-call

U.S. ARMY -- FORT HOOD, TX/Iraq Deployment   **Jan. 2010 -- Dec. 2012**
INFORMATION MANAGEMENT SPECIALIST

- Maintained share drive access for more than 500 users
- Assisted with on call user help for operating systems Windows XP, Windows Vista, and Windows 7
- Troubleshoot routers and switches on layers above 1 on the OSI model
- Obtained routers and switches training from baseline to full network capacity
- Maintained a work order system for trouble tickets during tour in Iraq
- Used Call Manager Express to setup, troubleshoot, and maintain 50+ VoIP phones over deployment and during field exercises
- Kept positive accountability of all equipment used with a value of over $1.5 million, which included secret material and equipment
- Updated routers on a monthly basis by command of higher for changes in the network due to close out of Iraq
- Extensive experience running cable from building to building, and throughout ceilings
- Imaged computers using Ghost Cast and Server 2008 VmWare workbench
- Insured Information Assurance policies were followed based in accordance with DoD standards
- Used Remedy ticketing system for three years to escalate issues
- Used Active Directory for creating user accounts and user groups
- Received more than 100 problem phone calls per week
- Performed Windows Vista migration to Windows 7

SUMMARY OF QUALIFICATIONS

- Above average experience operating, maintaining, and managing computer, and network systems in the U.S. Army
- Trained in security for information assurance safety
- Experience as a system administrator for Army units, civilian contractors, and Air Force units
- U.S. Government Secret Security Clearance
- Experience with networking, helpdesk support, phone support, work orders, documentation of issues, and escalation of issues via ticketing system
- Proficient using Active Directory administrator

EDUCATION & TRAINING
- CCENT
- Routing and Switching Training
- Army Security +
- Call Manager Express Certified

RECOMMENDATIONS:

Mohamad Al-Roubaiai – 403-606-4151
Brandon Greenfield – 202-445-7488
Jordan Powell – 210-382-0004