THOMAS CUBA

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EDUCATION

RUTGERS UNIVERSITY NEW BRUNSWICK   New Brunswick, NJ
Bachelor of Arts in Computer Science, Minor in Mathematics (GPA: 3.61)   Sept. 2016 – Dec. 2019
Notable Courses: Internet Technology, Database Principles, Operating Systems, Cryptography

EMPLOYMENT

MILES IT   Aug. 2020 – Mar. 2024
Senior Support Specialist (Senior Tier 2)   Mar. 2022 – Mar. 2024
- Consistently took first initiative on clients' most complex emergencies and information requests
- Worked on complex systems, networking, scripting, and backup issues with minimal oversight
- Provided training to tier 1 and 2 technicians on general systems, client-specific software and systems, and ticket management
- Oversaw ticket dispatching and handling to minimize response and resolution times

Support Specialist (Tier 2)   May 2021 – Mar. 2022
- Worked on a technical support team geared toward enterprise-scale clients who had unique environments that required special care and attention to detail
- Interfaced directly with enterprise clients' internal IT teams and served as a reliable point of contact for intermediate and advanced issues, information requests, and systems changes
- Managed organizations' Apple devices using multiple MDM providers and Apple Business Manager
- Configured SSO, MFA enforcement, Intune policies, GPOs, and other business-scale deployments
- Implemented new backup jobs, backup alert monitoring, and responded to backup failure alerts
- Remotely provided instruction to technicians to troubleshoot issues requiring onsite presence
- Proactively documented information related to infrastructure changes and new systems, and advised regarding their configuration and potential alternative solutions
- Provided technical guidance to project, account management, and user device setup teams

Support Consultant (Tier 1)   Aug. 2020 – May 2021
- Provided hardware and application troubleshooting support to users via tickets and phone calls
- Remotely monitored and managed systems for errors related to security, patching, disk space, and performance, and responded to these alerts
- Onboarded and offboarded users for clients in systems such as Active Directory, Entra/Azure, Exchange Online and 2019, badge/door systems, web apps, and other software
- Configured user devices running Windows and MacOS with user profiles, software, and MDM
- Interfaced with system vendors to effectively and promptly leverage their expertise
- Documented fixes, credentials, and information securely and in detail to ensure future team success

SKILLS

SERVERS: Windows Server, VMWare ESXi, Azure/Entra VM, Microsoft Hyper-V, Linux (centOS, Ubuntu, Debian)
NETWORKING: Cisco & Meraki, Fortinet, Palo Alto, Juniper, SonicWall, Fiber & Coaxial ISP handoffs
RMM TOOLS: Datto RMM, ConnectWise Automate & Control, ManageEngine DesktopCentral, CrowdStrike
SYSTEMS: Active Directory, Group Policy, Office 365 Admin, MS Exchange, SharePoint, Azure AD/Entra ID, MS Intune, SQL Server, Veeam, Zoom Admin, Cloud PBX (RingCentral, Nextiva, MS Teams), OpenDNS