

# Thompson Bear

Cloud/Systems Engineer and Developer

Sevierville, TN

thompsonbear21@gmail.com

+1 (440) 679-1480

## Experience

- **Select Koi**  
Developer / IT Manager  
Jan 2023 - Present  
Own, develop, and deploy auction websites dainchiusa.com and auctionkoi.com for Japanese koi fish. Establish IT systems, overhaul networking, workstations, and inventory systems.
- **Cornerstone IT**  
Network Engineer  
Mar - Dec 2022  
Resolved escalated tickets and completed assigned network and cloud projects. Specialized in Microsoft Azure and SonicWALL firewalls.
- **Cornerstone IT**  
Support Team Lead  
Jul 2020 - Mar 2022  
Resolved priority client concerns and trained/assisted new support team members resulting in increased client satisfaction, internal standardization, and documentation.
- **Cornerstone IT**  
Help Desk Engineer  
May 2019 - Jul 2020  
Worked in a fast paced environment resolving tickets for over 100 small, medium, and enterprise business clients. Quickly made a positive impact toward response times and client satisfaction.
- **Drycal Inc.**  
Operator/IT Generalist  
Jun 2016 - May 2019  
Worked with the team to print decals, inspect, and ship. Resolved IT issues around the shop/office space where requested.

## Education

- **Kent State University**  
Bachelors of Technical and Applied Studies  
Information Technology  
2018
- **Lakeland Community College**  
Associate of Arts  
2014

## Active Certifications

- **CompTIA Linux+ (XKO-005)**  
Dec 2022
- **SonicWALL Network Security Administrator (SNSA7)**  
Feb 2022
- **ITIL 4 Foundation**  
Jun 2021

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## Top Skills

- **Networking** Routing and Switching - well-rounded experience with multiple vendors including SonicWALL, Cisco, Unifi, Dell, etc. SonicWALL NSA Certified.
- **Cloud** Microsoft Azure, GCP, and familiarity with AWS. Previously Azure Administrator AZ-104 certified (Exp. May, 2023)
- **Linux** RHEL and Ubuntu servers, containerization, and web hosting. Knowledge of Bash/Python scripting and configuration management. CompTIA Linux+ certified.
- **Development** Serverless web apps and REST APIs with Svelte/Kit, JavaScript, HTML/CSS, Tailwind CSS, and PostgreSQL. Prototyping with Figma. Versioning with Git/Github.
- **Windows Server** Server 2003-2022 Deployment and Maintenance - Active Directory, DNS, DHCP, RDS, File/Print, SQL, Exchange, and etc.
- **Microsoft 365** Extensive experience with Exchange Online, SharePoint, Teams, Power Automate, Entra/AAD, Intune, and Office 365. Knowledge of user licensing and management best practices.
- **Virtualization** Experienced with Microsoft Hyper-V, VMWare ESXi, Proxmox, and VirtualBox.