

Thompson Bear

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Experience

Cornerstone IT - Mentor, Ohio (Remote)

Network Engineer – March 2022 to Present

- Resolve priority and complex infrastructure related issues
- Address and resolve tickets escalated by the Support Team
- Own and assist with numerous migrations of infrastructure from private clouds to MS Azure
- Specialize as a primary resource for Linux, FOSS, and custom-built application related issues
- Create scripts/automations using PowerShell, Python, and built-in tools

Cornerstone IT - Mentor, Ohio (Remote)

Support Team Lead – July 2020 to Present

- Manage the Support Team ensuring the proper meeting of SLAs and other performance metrics
- Act as a final point of escalation for the Support Team
- Collaborate with the Shared Services Team to resolve complex or project related issues
- Assist in the hiring process of new Support Team Members

Cornerstone IT - Mentor, Ohio

Help Desk Support Engineer – May 2019 to July 2020

- Resolve a wide variety of service tickets and calls for end users at 100+ SMB clients
- Manage patching, networking, and maintenance of servers, and LOB software
- Communicate with external vendors and service providers where necessary

Drycal, Inc. - Mentor, Ohio

Machine Operator/IT Generalist – June 2016 to May 2019

- Work with a team to create decals using screen printing techniques
- Utilize various machinery to finish products through the use of lamination, die cutting, and slitting
- QC finished products to ensure the absence of defects
- Resolve any issues with PC hardware and software in the office and shop space

Education

Kent State University – Kent, Ohio

Bachelor of Technical and Applied Studies, Information Technology – 2018

Lakeland Community College – Kirtland, Ohio

Associate of Arts – 2014

Certifications

SonicWALL Network Security Administrator SonicOS 7 (SNSA7) – Feb 2022

ITIL 4 Foundation – Jun 2021

Microsoft 365: Modern Desktop Administrator Associate – Oct 2019

TestOut - Certified PC Pro – Dec 2018

Top Skills

Networking

SonicWall Firewall/Routing, Unifi, Cisco Meraki

Microsoft Azure

Identity/Azure AD, Compute, Networking, Web, Storage/Backup, Virtual Desktop

Linux

RHEL/Ubuntu Server, Networking, Docker, Application Troubleshooting

Scripting/Programming

Python, PowerShell, Bash, HTML/CSS, JavaScript

Certificate Management

Custom and open-source web applications, Microsoft IIS

Windows Server 2003-2022

AD, DNS, DHCP, RDS, File/Print, SQL, Exchange, etc.

Office 365

Exchange, SharePoint, Teams, Admin, Office Suite Applications

Hypervisors

Microsoft Hyper-V, VMWare ESXi, Proxmox VE, VirtualBox