# Thompson Bear

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## Experience

**Cornerstone IT** - Mentor, Ohio (Remote)

*Network Engineer* – March 2022 to Present

- → Resolve priority and complex private and public cloud 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
- → Serve as a subject matter expert for SonicWALL firewall 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

**Microsoft Azure: Azure Administrator Associate (AZ-104)** – May 2022

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

**ITIL 4 Foundation** – Jun 2021

**Microsoft 365: Modern Desktop Administrator Associate (MD-100 + MD-101)** – Oct 2019

# Top Skills

**Networking**

SonicWall Firewall/Routing, Unifi, Cisco Meraki/CLI

**Microsoft Azure**

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

**Linux**

RHEL/Ubuntu Server, Networking, Docker, K8s, Web Hosting

**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