

Thompson Bear

tbear@thompsonbear.com | Sevierville, TN | +1 (440)-679-1480

Experience

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