# THOMAS GONZALES

### NPower IT Mentor

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Eager CompTIA Secure Infrastructure Specialist (April 2024) with over 25 years of experience in network engineering and cybersecurity. Skilled in technical training, exam creation, escalation support, and service delivery. Expertise includes systems administration, cybersecurity, cloud computing, communication skills, customer service, problem-solving, attention to detail, Microsoft Suite and Google Suite.

## Work Experience

**NPower IT Mentor** Aug 2023 - Present

and Calbright College | [Location]

**Local Veterans Employment Representative** Jan 2023 - Aug 2023

State of California Employment Development Department | San Jose

* Perform Job Development Training and Activities for fellow Veterans with employment challenges
* Perform Outreach to Employers
* Collaborate with Veterans organizations, Goodwill, and California Department of Rehabilitation to connect veterans with employment opportunities and vital services.
* Perform job searches and status reporting to Federal Government agencies

**Network Program Developer & Technical Trainer** May 2021 - Dec 2022

JobTrain | Menlo Park

* Selected Accomplishments & Key Results :
* Developed Network training course and networking labs from the ground-up.
* Provided instruction and guidance/mentoring in a friendly, organized, and consistent manner for all learners.
* Developed relationships with CompTIA and vendors to obtain vital software and hardware resources to develop and deliver the training curriculum.
* Trained IT support professionals to prepare them for Network certification exam.

**Technical Curriculum Developer & Technical Trainer** Aug 2016 - Feb 2021

Palo Alto Networks | Santa Clara

* Selected Accomplishments & Key Results :
* Leveraged extensive hardware, software, and network expertise to develop, maintain, and upgrade more than 15 course presentations and their associated labs.
* Performed Subject Matter Expert duties and created certification development processes and facilitated the development and update of more than a half dozen Associate and Professional exams - drafted, updated, and edited more than 10 exam resource and study guides.
* Supported the professional certification of more than 1500 in-house and external professionals to sell cybersecurity products and services.

**Proprietor/Owner** Apr 2013 - Jun 2016

TekMem Network Engineering | San Jose

* Selected Accomplishments & Key Results :
* Enabled consistent collaboration by integrating technical courseware into Microsoft SharePoint for a company specializing in enterprise mobility management.
* Developed and taught technical courses for the development and use of laser engraving systems used for artistic, technical, and product development functions.

**Beta Triage Coordinator** Jun 2015 - Mar 2016

TiVo | Alviso

* Selected Accomplishments & Key Results :
* Performed triage on Beta software for hardware and software products
* Developed a triage process matrix, expediting evaluation and resolution of incoming technical support issues by 20%.
* Implemented a streamlined bug processing plan, reducing the time required for software and hardware engineering solutions by 20%.

**Senior Curriculum Developer/Technical Trainer** Jan 2011 - Apr 2013

EMC Backup and Recovery Systems | Santa Clara

* Selected Accomplishments & Key Results :
* Developed a self-certification program for partners to certify their IT products and services with Data Domain deduplication tools to reduce deployment times from roughly five weeks to less than one.
* Subject Matter Expert in Backup systems training and certification exam development.

## Core Skills

TCP/IP; QOS; WAN; LAN; System and network administration protocols (DNS, SMTP, etc.) ; Operating systems (Windows, Linux, Apple MacOS-X) ; WAN protocols; LAN switching protocols; Ethernet troubleshooting; Storage Area Networks

## Education

**Palo Alto Networks** Dec 2022

**Certificate** | [Area]

**University of California** Dec 2006

**[Study Type]** | [Area]

**[Institution]** Dec 2005

**Certificate** | Information Systems Security

**[Institution]** Dec 2004

**Associate** | [Area]

**California Polytechnic State University** Dec 1995

**Bachelor of Electrical Engineering** | [Area]