**Teddy Thomas**

898 Massachusetts Avenue Apt 4  
Cambridge, MA  02139  
(978) 494-0721  
tthoma24@mit.edu

PROFESSIONAL SUMMARY

|  |  |
| --- | --- |
|  |  |
|  | * IT professional with more than 3 years of hands on and remote support experience in a demanding, fast-paced environment. * Proven ability to provide excellent customer service, work collaboratively, and to learn and adapt to new technology quickly. * Solid troubleshooting and problem-solving skills on a variety of platforms and software. * Strong grasp of computer and server security |

EXPERIENCE

|  |  |
| --- | --- |
|  |  |
| **Jun 15 - Present** | **IT Support Specialist, *GNS Healthcare***  **Cambridge, MA**   * Proven ability to explain issues and their resolution to users at all company levels, including C and D-level Executives. * Troubleshoot client and server side software and hardware issues. Provide resolutions to end users by virtually/in-person, escalating as appropriate. * Reinstall and/or deploy new desktop and server hardware and software. * Responsible for creation, deletion, and modification of LDAP and SaaS user accounts and associated permissions. * Assist Cloud Architect by triaging issues with cloud compute applications and services, and the installation and configuration of new services. * Work closely with other IT team members to execute projects including moving services into AWS, email migration, physical office move, server security and HITRUST CSF ([https://hitrustalliance.net](https://hitrustalliance.net/hitrust-csf/)) certification effort. * Provide security awareness trainings for new hires. * Recent experience with Agile and Scrum methodologies. |

|  |  |
| --- | --- |
| **May 13 - May 15** | **IT Help Analyst II, *MIT Information Systems and Technology***  **Cambridge, MA**  Initially hired as a temporary contractor, full time position beginning Jan 14   * Technical understanding for a wide range of issues; ability to explain issues and their resolution to non-technical users. Ability to remain calm and respectful with frustrated or upset users. * Provided tier one email, phone, and walk-in technical support for MIT students, faculty, staff, and affiliates * Provided tier two support for Education Systems, including the Stellar CMS, Google Apps for Education, and Confluence Wikis. Escalated as appropriate. * Coordinated and provided tier one and two support for cable TV, phone, and internet in MIT dormitories and independent living groups (ILGs). Escalated tier 3 network issues. * Authored and maintained documentation for a wide variety of technology and services within the MIT Confluence-based knowledge base. * Assist in the onboarding and training of new student workers in the Call Center, Walkins, and Residential Computing spaces. |
| **Sep 11 - Dec 12** | **Technical Support Specialist, Student *Computing Services at Hofstra University***  **Hempstead, NY**  25 hrs. /week   * First line technical support for Hofstra’s 10,000 students * Supported students who contacted the Helpdesk in person and over the phone. * Supported student Macintosh and Windows computers, as well as student computer lab and classroom workstations. Occasional smartphone support. * First line diagnosis of problems with wireless access points, printing services, Blackboard CMS, AD and web service logins. Escalated as appropriate. * Supported and triaged issues with Google Apps for Education services. * Primary issues resolved: password resets, disabled login accounts, print release issues, MS Office suite questions and errors, problems with web services, installing drivers and software, device network registrations, and connectivity issues. |

RELEVANT SKILLS, TECHNOLOGY, AND PROJECTS

|  |  |
| --- | --- |
|  |  |
|  | Cluster & Cloud Computing  **Amazon Web Services**   * Day-to-day machine provisioning and maintenance * Maintenance of IAM users and policies * Creation of base AMIs for generic machines and StarClusters * Setup for Vault ([https://vaultproject.io](https://vaultproject.io/)) to useAWS IAM backends   **StarCluster (**[**https://star.mit.edu/cluster**](https://star.mit.edu/cluster)**)**   * Work with submitting and troubleshooting Sun Grid Engine (SGE) jobs * Experience upgrading and troubleshooting Load Balancer and node issues. * Rudimentary plugin writing |
|  | UNIX and Network technologies   * DHCP, DNS, LDAP/OpenDJ, Kerberos, OpenVPN, SSH, Sendmail, BIND, AFS, NFS, Kerberos, Apache * macOS, Ubuntu, DebAthena, VMWare ESXi, cron, SysVinit, X.509 certs, emacs, bash |
|  |  |
|  | Other Projects  **Drupal**   * Worked with other IS&T students and staff to deploy a new website for the Residential Computing team in the IS&T Helpdesk * Features include ticket submission web forms, dynamic content from System Status page, and CSS/Javascript feature slideshow. * Configured Request Tracker queues to parse mail headers and body to set custom ticket system fields. * Received an IS&T Spotlight Award for work on the site   **MacAthena (**[**http://github.com/macathena/macathena**](http://github.com/macathena/macathena)**)**   * Through MIT SIPB (http://sipb.mit.edu) * Working to port Athena packages to macOS, including the python automounter, moira utilities, and a customized greeter |

Education

|  |  |
| --- | --- |
|  |  |
| Sep 11 – Dec 12 | Music Education, *Hofstra University*  Hempstead, NY |