**Teddy Thomas**

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PROFESSIONAL SUMMARY

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|  | IT professional with more than 3 years of hands on and remote support experience in a demanding, fast-paced environment. Adept at troubleshooting issues on Mac, Windows, and Linux platforms, including recent experience with Windows 8.1 and OS X 10.10. Proven ability to provide excellent customer service, work collaboratively, and to learn and adapt to new technology quickly. |

EXPERIENCE

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| May 13 - Present | IT Help Analyst II, *MIT Information Systems and Technology*  Cambridge, MA  Temp to Full time, 40 hrs./week   * May 13 - Jan 14 as a temp contractor through Professional Staffing Group * Provide tier one email, phone, and walk-in technical support for MIT students, faculty, staff, and affiliates * Provide tier two support for Education Systems, including the Stellar CMS, Google Apps for Education, and Confluence Wikis. Escalated as appropriate. * Coordinate and provide tier one and two support for cable TV, phone, and internet in MIT dormitories and independent living groups (ILGs). * Escalate tier three issues with dormitory and ILGs as appropriate. * Compose and update documentation for a wide variety of technology 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. |

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| 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 laptops and desktops (50/50 Mac/PC) and student computer lab and classroom workstations (80/20 PC/Mac). 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. Escalated as appropriate. * 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 SKILLSETS

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|  | Web Development   * **HTML/CSS**   Skill Level: Beginner   * **Drupal**   Skill Level: Intermediate  Worked to deploy a new website for the Residential Computing team in the IS&T Helpdesk with ticket submission web forms, dynamic content from System Status page, and CSS slideshow. |
|  | Other skills   * **Asterisk**   Skill Level: Beginner  Set up a working Asterisk server for personal use using the FreePBX Web GUI and MIT’s Personal SIP service as a SIP trunk. |

Education

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| Sep 11 - present | Music Education, *Hofstra University*  Hempstead, NY |