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| **Teddy Thomas** | 898 Massachusetts Avenue, Apt 4    Cambridge, MA 02139  m: 978.494.0721  tthoma24@mit.edu |  |

**Objective**

*Vision-driven change agent with career-long record of IT support, machine maintenance, and technical documentation for leading organizations*

Proven talent for aligning business strategy and objectives with established technical support and security paradigms to achieve maximum operational impacts with minimum resource expenditures. Efficiency-focused thought leader with expertise spanning system administration, computer and server security, hands-on and remote support, cross-functional team participation, complex problem-solving and troubleshooting, cluster and cloud computing, process optimization, security awareness training, customer service, and technology solutions. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills.

**Professional Experience**

GNS Healthcare, Cambridge MA, June 2015 – August 2017  
**IT SUPPORT SPECIALIST**

* 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 virtually/in-person; escalate as appropriate.
* Reinstall and/or deploy new desktop and server hardware.
* Install and deploy new AWS-based servers utilizing EC2, S3, Glacier, VPC, RDS, and Redshift.
* Install and configure software on AWS, VMware virtualized, and local Linux servers, including Apache, Tomcat, SSL certificates, Java, and Docker.
* Create, delete, and modify LDAP and SaaS user accounts and associated permissions.
* Assist Cloud Architect by triaging issues with cloud compute applications, services, and the installation and configuration of new services; gain experience with load balancing and HA.
* Assist Junior IT Support Specialist with end-user incident resolution.
* Author and maintain accurate documentation for a wide variety of technology and services within the Confluence-based knowledge base.
* Collaborate with other IT team members to execute projects using Agile and Scrum methodologies. Projects include moving services into AWS, email migration, physical office move, server security and automation, and HITRUST CSF ([https://hitrustalliance.net](https://hitrustalliance.net/hitrust-csf/)) certification effort.
* Deliver security awareness trainings for new hires.

MIT Information Systems and Technology, Cambridge MA, May 2013 – May 2015  
**IT HELP ANALYST II**

* Communicated technical understanding of a wide range of issues and their resolution to non-technical users.
* Provided tier 1 email, phone, and walk-in technical support for MIT students, faculty, staff, and affiliates.
* Delivered tier 2 support for Education Systems, including the Stellar CMS, Google Apps for Education, and Confluence Wikis; escalated as appropriate.
* Coordinated and provided tier 1 and 2 support for cable TV, phone, and Internet in MIT dormitories and independent living groups (ILGs); escalated tier 3 network issues.
* Authored and maintained accurate documentation for a wide variety of technology and services within the MIT Confluence-based knowledge base.
* Facilitated the training and mentoring of new student workers in the Call Center, Walkins, and Residential Computing spaces to promote swift onboarding and high productivity.

Student Computing Services at Hofstra University, Hempstead NY, September 2011 – December 2012  
**TECHNICAL SUPPORT SPECIALIST**

* Demonstrated expertise as first-line technical support for Hofstra’s 10,000 students.
* Provided in-person and remote support to students who contacted the Helpdesk.
* Ensured smooth operation of student Macintosh computers, Windows computers, smartphones, as well as student computer lab and classroom workstations.
* Diagnosed problems with wireless access points, printing services, Blackboard CMS, AD, and web service logins; escalated as appropriate.
* Triaged issues with Google Apps for Education services.
* Resolved issues including 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 Projects**

Cluster and Cloud Computing  
**AMAZON WEB SERVICES**

* Experience with EC2, S3, Glacier, IAM, VPC, RDS, Redshift, and ECS.
* Maintenance of individual servers and applications, as well as HA services and HPC clusters.
* Created base AMIs for generic machines and StarClusters.
* Maintenance of IAM policies and users.
* Set up Vault (<https://vaultproject.io)> in high-availability and to useAWS IAM backends

Cluster and Cloud Computing  
**STARCLUSTER** (<https://star.mit.edu/cluster>)

* Experience configuring and submitting Sun Grid Engine (SGE) jobs.
* Spun up and upgraded clusters and Load Balancers.
* Performed rudimentary plugin writing utilizing foundational Python skills.

CMS/Web Development  
**DRUPAL**

* Collaborated with IS&T students and staff to deploy a new website for the Residential Computing team in the IS&T Helpdesk, with features including ticket submission web forms, dynamic content from System Status page, and CSS/Javascript feature slideshow.
* Configured Request Tracker queues with Perl scrips to parse mail headers and body of web form submissions to set custom ticket system fields.
* Received an MIT IS&T Spotlight Award for work on the site.

Other  
**MACATHENA** (<http://github.com/macathena/macathena>)

* Worked to port MIT’s Athena computing platform to macOS, including the Python automounter, *moira* utilities, and a customized login greeter.

**Education and Credentials**

Coursework completed toward Bachelor of Science in Education (B.S.Ed.) in Music Education, Sep 2011- Dec 2012

*Hofstra University, Hempstead NY*

**Additional Information**

**Technical Proficiencies:** Cluster/cloud computing, DHCP, DNS, LDAP/OpenDJ, OpenVPN, SSH, Sendmail, BIND, AFS, NFS, Kerberos, Apache, NGINX, WordPress, macOS, Ubuntu, VMWare ESXi, cron, SysVinit, X.509 certs, emacs, bash

**Hobbies:** Singing, Playing Trumpet, Tinkering with home automation and the Internet of Things