**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. * 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

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| **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 email, phone, and in-person. * Reinstall and/or deploy new desktop and server hardware, including AWS EC2 instances. * 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. Escalate as appropriate. * Work with other IT team members to execute projects including moving services to new servers, email migration, physical office move, server security and HITRUST certification effort. * Recent experience with Agile and Scrum methodologies. |

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| **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. * Author and maintain 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. |
| 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. 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 SKILLS, TECHNOLOGY, AND PROJECTS

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|  | Cluster & Cloud Computing  **AWS EC2, S3, IAM, and VPC**   * Maintenance of IAM users and policies * Spinning up and down Ubuntu machines inside our VPC from a base AMI * Setup for Vault to usetheAWS IAM creds and STS backends   **StarCluster (https://star.mit.edu/cluster)**   * Work with submitting and troubleshooting SGE jobs * Experience upgrading and troubleshooting Load Balancer and node issues. |
|  | Networking technologies   * DHCP, DNS * LDAP/OpenDJ * NFS, SaMBa * OpenVPN |
|  | Security   * IPTables * Vault (<https://www.vaultproject.io)> * Endpoint Protector DLP (<http://www.endpointprotector.com)> |
|  | Unix   * Ubuntu * Cron * SysVinit * SSH/SSHLDAP (<https://github.com/jirutka/ssh-ldap-pubkey)> * X.509 cert generation |
|  | Zulip   * Spun up a Zulip server in AWS for test use by GNS IT team * Installed custom SSL cert from our internal CA * Setup Zendesk integration for IT ticket queue * Avid Zulip user at MIT |
|  | Other  **HTML/CSS, Apache, Wordpress**   * Maintenance and updates of Wordpress installations * Move of Wordpress install into AWS from a third party VM * Configuration of Apache vhosts, htaccess, and SSL   **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   **Asterisk**  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 |