Keith Thomson
Gales Ferry, Connecticut
Associate of Science in Computer Science (A.S.)
Bachelor of Arts in Computer Science - In Progress
Primary: 860-405-7837
Email: thomsonk930@gmail.com || thomsonk2@southernct.edu

Objective:

I aim to leverage my Computer Science education to excel in a dynamic position as a Systems Administrator. With a demonstrated history of leadership honed in demanding scenarios, I bring the expertise and adaptability required to lead a productive team effectively. My goal is to enhance my skills in network administration, security, and optimization, contributing to the achievement of organizational objectives.

Education:

- **Bachelor of Science in Computer Information Systems (**In Progress)
  Southern Connecticut State University - New Haven, CT - Graduation: Dec, 2025
- **Associate of Science in Computer Science – Cloud Computing**
  CT State College, New Haven, CT - Graduated: May, 2024

Military Service:

- US Army 2007 – 2011
  - Occupation: 11B (Infantry), Team Leader
  - Duty stations: Fort Hood, Texas; Baumholder, Germany; Kuwait; Mosul, Iraq
  - Awards: Combat Infantryman Badge, Overseas Service Ribbon, Global War on Terrorism Service Medal, Iraq Campaign Medal, Army Commendation Medal, Army Achievement Medal, Good Conduct Medal
  - Youngest soldier in the brigade (3,500 personnel) to obtain the rank of Sergeant (E-5)

Technical Skills:

- Expertise in network administration, covering the configuration, implementation, and maintenance of various networks - LAN, WAN, VLAN, as well as managing routers, switches, firewalls, hubs, and rack and stack setups.
- Collaborate with cross-functional teams or independently to resolve complex problems while documenting processes and procedures.
- Diagnosing technical issues related to systems, network or applications, and developing a plan of action to resolve the issue.
- Train end users and staff on new software and hardware systems.
- Interact with users, vendors, project managers, developers to perform analysis of user reported issues.
- Maintain and upgrade Windows/Linux operating systems and ensure software and hardware compatibility.

- Troubleshooting hardware and software. Network device configuration (printers, scanners and even edge devices)
- Experience with hybrid and multi-cloud architectures, including networking and data synchronization between on-premises and cloud environments.
- Delivered extensive technical assistance, promptly resolving hardware, software, and network issues.

- Help Desk and Customer Service Professional; Knowledge of ticketing systems and highly adept at providing remote technical assistance and support.
- Mastery of several programming languages including C++, Python, Java, JavaScript, HTML, CSS, and SQL for database.
- Complete Microsoft Office suite knowledge.
- Windows Server and Linux Server Administration.
- Experienced in cloud computing platforms such as AWS and Microsoft Azure
- Specialized in virtual technologies such as VMware vSphere, Microsoft Hyper-V, and VirtualBox.
- Knowledge of cloud networking concepts, including VPCs, subnets, security groups, and load balancers.
- Understanding of cloud security best practices, including identity and access management (IAM), encryption, and compliance.

Leadership and Management:

- Demonstrated leadership abilities as an Infantry Team Leader in the US Army.
- Effective project manager skills – time management, resources, personnel, and deadlines.
- Proven track record of effectively managing teams and resources to accomplish mission objectives.
- Strong problem-solving skills and ability to make critical decisions under stress.

Communication and Collaboration:

- Excellent communication skills honed through extensive experience in briefing, debriefing, and coordinating with team members, superiors, and external stakeholders.
- Collaborative team player with a proactive approach to teamwork and a commitment to fostering a positive work environment.

Professional Experience:

Product Developer > Systems Administrator
PennyBorne Development LLC – Detroit, MI
01/2021 - Current
- Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Engineered and implemented contract management processes to streamline operations and enhance efficiency.

- Conducted meticulous security and data policies to protect user's information
  And comply with company policies, industry best practices and regulatory standards.

- Troubleshoot program and system malfunctions to restore normal function.
- Enhanced websites by adapting and implementing payment portals and related functions to process transactions.

Assistant Manager

Spice and Tea Exchange - Mystic, CT

2016 - 2021

- Achieved consecutive annual sales growth of over 10%.
- Spearheaded social media management and event coordination efforts, garnering positive feedback and bolstering customer relations and public relations.

Accounting Clerk II

The Magetti Group LLC – Groton-New London Submarine Base, Groton, CT

2012 – 2015

- Rectified payroll discrepancies and identified entitlements corresponding to service members' occupation and rank. Found special pay and incentives, proactive and resourceful in offering superior financial services to US Navy members.

- Issue payments and collect debts, handled wage garnishment and court orders, reconciled accounts payable and receivable ledgers with increasing accuracy.

- Recorded financial transactions, maintaining accurate records of income and expenses, and updating financial statements.
- Commit financial data into a database and use accounting software or spreadsheets with precision and attention to detail.

Infantry Team Leader

US Army, 1st Cavalry Division, 1-12 Cav Regiment, Fort Hood, Texas

170th Infantry Brigade Combat Team, Baumholder, Germany

September 2007 to September 2011

- Led a team of 8 soldiers in combat operations in Iraq, ensuring the safety and success of missions.
- Trained team members in weapons proficiency, tactics, and mission planning, resulting in increased unit effectiveness.
- Managed equipment, supplies, and logistics to support mission requirements in dynamic and challenging environments.

Achievements:

- Development of several proof-of-concept designs for network architectures and; built a Linux VPN Server using open-source software. Articulated and developed several Cloud Ecosystems that provide efficient and secure methods to handle sensitive data, encryption and data storage.
- Soldier of the Quarter, 1st Cavalry Division, Fort Hood, Texas - Dec 2009
- Achieved the rank of Non-Commissioned Officer within 20 months of service.

Certifications:

- AWS Cloud Practitioner
- Certified C++ Developer
- US Army Non-Commissioned Officer/Warrior Leadership School

Current Projects:

- Developed a custom Content-Management-System for a company that owns server websites. Used software design methodologies and best practices e.g. S.O.L.I.D, Agile, CI/CD.
- Designed an API to interact with the Google Cloud Platform's Storage Buckets API. This program provides users with functions to Upload, Retrieve, Modify or Delete contents within a storage bucket.

Links

GitHub: whalelogic

LinkedIn https://www.linkedin.com/in/keith-t-146081322/

References available upon request