

SYSTEM & NETWORK ADMINISTRATOR

THOMAS COL

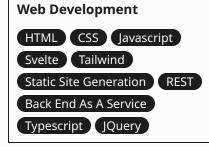
4 704-771-2453 🖬 thomas.patrick.cole@gmail.com 🛛 🧕 6112 Sapwood CT Matthews, NC

Profile

Detail oriented IT professional with 5+ years in systems and network administration. Excellent problemsolving skills and ability to perform well in a team. Responsible for operation and maintenance of a multicampus enterprise network with 500+ average daily users.

Demonstrated experience in reducing operating expenses by implementing open-source solutions and services.

Skills



Systems Administration



Network Administration

Cisco IOS Cisco Meraki
Ubiquiti Unifi VLANs
Site to Site VPN Wireguard
Firewall/Routing 802.1x

Experience

- **Director of Information Technology**
- Christ Lutheran Church
- 2020 Now Responsible for overseeing and enhancing the essential network infrastructure
 - across multiple campuses. Managed backups to ensure data integrity and collaborated with action teams to create effective technology plans. Implemented cost-efficient software and hardware solutions, resulting in an annual cost reduction of \$50,000.

2019 - 2020 Tech Associate (Part Time)

- Christ Lutheran Church
- Spearheaded the development and implementation of innovative strategies aimed at enhancing live stream services and expanding audience outreach. Oversaw the building and installation of advanced computer systems, significantly improving the recording and streaming capabilities of worship services. Managed the graphics for both in-house worship and live-streamed services to create engaging and visually appealing experiences.

Teir II Managed Services Technician

- Scan Online
- 2019 2020 Responsible for administering the Office 365 and Windows Active Directory
 - infrastructure. Managed the VOIP phone system and maintained extension listings. Deployed and configured virtual machines to meet specific business requirements and maintained legacy Windows Mobile applications for existing clientele. Performed extensive configuration and maintenance of both customer hardware and software to ensure optimal performance.

Network Analyst (Part Time)

- The University of North Carolina at Greensboro
- 2018 2019 Conducted assessments of helpdesk tickets, ensuring timely resolution of issues while maintaining accurate documentation. Maintained and troubleshot enterprise network systems. Actively collaborated with other network engineers to support the University's goals and objectives.

Education

- **Information Systems and Supply Chain Management**
- **Bachelor of Science**

University of North Carolina at Greensboro

Certifications

- **Dante Certification Level 3** 2021
 - Audinate