Thomas Cole

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Work Experience

Director Of Information Technology | Christ Providence, Charlotte NC | December 2020 - Present

- Administer Office 365 and Windows Active Directory infrastructure.
- Maintain and upgrade wireless and VOIP systems
- Integrate with action teams to develop technology plans and solutions.

Tech Assistant | Christ Providence, Charlotte NC | August 2019 - December 2020

- Develop and implement new strategies in collaboration with the Christ Providence Tech team to improve live stream services and reach a broader audience.
- Facilitated building and installation of new computer systems to improve recording and streaming capabilities of worship services.
- Run graphics for in house worship and live stream services.

Tier II Managed Services Technician | ScanOnline, Locust, NC | June 2019 - December 2020

- Administer Office 365 and Windows Active Directory infrastructure.
- Manage company VOIP phone system and extension listings.
- Deploy and configure virtual machines to align with business needs.
- Develop new Android applications to suit the business needs of customers operating in the logistics industry.
- Maintain legacy Windows Mobile applications for existing customers.
- Preform configuration and maintenance of customer hardware and software.

Student Network Analyst | UNCG, Greensboro, NC | February 2018 - May 2019

- Assisted in maintenance and troubleshooting of enterprise network systems.
- Preformed on-boarding of new network devices at the physical level.

Education

The University of North Carolina at Greensboro (UNCG) | Greensboro, NC

- Bryan School of Business and Economics
- Bachelor of Science Information Systems and Supply Chain Management
- Computer Science Minor
- GPA: 3.2

Professional Certificates

Dante Certification Level 3 | 2021

- Online course - Audinate

Relevant Projects

Office Supply Business System Update | ScanOnline

- Established detailed plan for replacing existing business system based on customer needs.
- Integrated process improvements and feature enhancements that increase efficiency and reduce product loss.
- Created detailed documentation of old and new systems to improve knowledge transfer and train users on both systems.

Waste Disposal Tracking | ScanOnline

- Developed application for use in tracking disposal of medical waste.
- Designed system in conjunction with customer that would integrate with existing databases.
- Deployed application into production without causing downtime for the customer.

Community Engagement

Instructor | McClintock Partners in Education | September 2019 - Present

- Fostered creative environment where students applied problem solving and troubleshooting skills.
- Instructed students on use and maintenance of maker equipment such as 3D printers, CNC Milling machines, and Laser cutters.
- Supervise McClintock Innovation Lab to insure proper safety protocols are followed.

Skills and Abilities

- Advanced proficiency in Java and strong understanding of Object Oriented programming.
- Intermediate knowledge of Linux and Linux server management.
- Proficient in scripting languages like BASH, JavaScript, and Python