

ERIC THOMPSON

OBJECTIVE My goal in life is to help make the world a better place, by helping support people that align with my core values. So far, I have been able to complete this goal, by helping teach and coach people with regards to all aspects of technology.

UNIVERSITY OF COLORADO, BOULDER CO

Bachelor of Arts and Sciences – Computer Science – May 2017

EDUCATION & CERTIFICATIONS

University of Cornell (eCornell):

Leadership Essentials – Passed May 2023

CompTIA:

Network +	N10-007	Passed – October 2021	EXP – January 2026
Security +	SYO-601	Passed – December 2021	EXP – January 2026
Linux +	XKO-005	Passed – February 2022	EXP – February 2025
CySA +	CSO-003	Passed – January 2023	EXP -- January 2026

EXPERIENCE

Wanco Inc.

April 2022 – Present

Lead System Administrator Level 2

- Manage a team of 3 people including a System Administrator, Jr. System Administrator and an IT Support Specialist.
- Manage day-to-day IT operations, including making sure all daily tickets are taken care of. Lead project manager ensuring all tasks and projects are being completed in a timely and efficient manner.
- Manage, maintain and troubleshoot VCenter environment with 3 VSphere ESXi 7 hosts as well as 4 additional VSphere hosts separate from the VCenter cluster. Manually upgraded all 7 VMware host machines from 5.5 to 7.0.
- Manage all SSL certificates for the Wanco.com domain and subdomains.
- Manage 20+ virtual Windows Servers ranging from Windows Server 2008 to Windows Server 2019 using VMware ESXI 7.0. Servers include on-prem Exchange 2013, AD DS, FTP, printing, SolidWorks, NVRs (Arteco), and access control (Paradox).

Strive Technology Consulting

November 2017 – April 2021

Network Engineer | IT Tier One/Two Technician

- Managed networking equipment such as firewalls, modems, and routers, including but not limited to port forwarding (NAT), routing, VLANs, and firewall access rules. Deployed and configured, security camera systems, access control systems, agricultural support systems, dealer management systems, and VoIP services.
- Provided 24/7 IT Help Desk support for over 25 clients.