ERIC THOMPSON

LIFE OBJECTIVE

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

EDUCATION

UNIVERSITY OF COLORADO, BOULDER CO

Bachelor of Arts and Sciences – Computer Science – May 2017

CERTIFICATIONS

Leadership Essentials

University of Cornell (eCornell)

Issued: May 2023

Relevant Skills: Leadership, Management, Conflict Resolution, Time Management, Organization, Building High Performing Teams

Please ask for course list.

Security Analytics Professional

CompTIA, Issued: January 2023

Expires: January 2026

Applied Certificates: Security+ (SY0-601), CySA+ (CS0-002)

Relevant Skills: Incident response, Vulnerability Scanning, Network Security, Threat Management, Cloud Security, AAA, Risk and Complance

Linux Network Professional

CompTIA, Issued: February 2022

Expires: February 2025

Applied Certificates: Network+ (N10-007), Linux+ (XK0-005)

Relevant Skills: Linux Administration, Networking, CLI, Scripting, Switch Administration, Firewall Administration, Cloud Administration, Docker, Web Administration

TO VIEW ALL CERTIFICATIONS PLEASE VISIT

THOMPSONERIC.COM

TECHNICAL HARDWARE AND SKILLS

7+ Years: Windows Desktop Support, Windows Server (including AD DS, DHCP, DNS, SMTP, IIS, Group Policy), Windows 7-10, Firewall Administration, Switch Administration, Microsoft Office (O365), Apple, iOS,

5+ Years: VMware ESXI 5.0 - 7.0.3f, Exchange (On-Prem), Windows Server (AD CS), Dell PowerEdge Series, Linux Administration Business Continuity, Azure, HPE Switches, Remote Management software's, Help Desk Ticketing Softwares.

2+ years: Veeam Backup and Replication, Sophos UTM, Sonicwall, IPV6, AWS

SOFT SKILLS

Highly effective in fast-paced environments which value teamwork and collaborative decision-making. Strong Project Management skills and written and verbal communications.

| 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 operations, including making sure all daily tickets are taken care of, and tasks and projects are being handled in a timely and efficient manner.
- Upgraded 7 VMware host machines from 5.5 to 7.0.u3. Upgraded VCenter Server Appliance to 7.0.u3g manually.
- Train and educate all team members on all aspects of technology and help desk support, including Customer Service, Linux and Windows system administration.
- Designed, developed, and deployed Backup Disaster and Recovery Environment using Veeam Backup and Replication. Wrote and test quarterly the BCDR plan that ensures the MTTR and MTBF is accurate and met within standards. This includes taking backups of all essential servers and workstations, replicating onsite backups to offsite data center colocation. Exporting offsite VMs for hot spare replication environment. Created automatic backup script to back up the configuration of Wanco's firewall, HPE Switches, and Aruba WAPs.
- Upgraded Wanco's Microsoft Exchange 2013 server to Microsoft Exchange 2016 on premises solution. This included the transfer of 413 mailboxes, 5 mail rules, public and private DNS records. This also included deploying a new Exchange 2016 Edge server in a new DMZ. This required the creation of firewall rules to only allow SMTP traffic as well as the Exchange Active Sync ports.
- Managed, implemented and maintain the project of upgrading all production server OS's from Windows Server 2003, 2012, and 2012 R2 to 2019 to 2022 Windows Server. I lead the project and managed our System Administrator and Jr. System Administrator in the deployment and transfer of all the data, software and network segregation.
- Managed and completed the re-design of the corporate network, Trunk infrastructure. Transitioned away from the original bus topology to a tree and star topology. Replaced the physical infrastructure of 9 separate trunk lines from 4 1GB ethernet to 2 10 GB fiber lines to from 2 MDFs, to 7 separate IDFs. I managed the project, and with my team was able to lay over 1,000 feet of fiber, terminated the fiber with LC connectors. Reconfigured all HPE switches with new trunks, trunk names, VLANs, and created, designed and implemented the proper Spanning Tree Protocol priority for each MDF and IDF.

| | **Wanco Inc.** | May 2021 – April 2022 |

 System Administrator | IT Tier Two Technician

- Co-lead of EDR anti-virus BDR response team. Monitored and responded to suspicious malware and viruses using Sophos EDR. Managed anti-virus policies and rules through centralized Sophos

management tool, to monitor over 400 tablets, laptops, desktops, and servers.

- Upgraded primary DC from Windows Server 2012 R2 to Windows Server 2016. Upgraded secondary DC from Windows Server 2008 to Windows Server 2016. Set up DHCP failover, AD DS, and DNS redundancy. Managed the migration of all FSMO roles to new DC's.

- Implemented file server migration from Windows 2012 R2 to Windows Server 2016. Including the copy of over 3 TB of data, including share and file permissions using Windows Robocopy.

- Managed 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).

- Designed and deployed a SolidWorks 2018 server software and infrastructure migration to SolidWorks 2021. This included the upgrade of server infrastructure from Windows Server 2012 R2 to Windows Server 2019. The software installation of ePDM vault requiring a mySQL 2019 DB backend. As well as the transfer of the archive server files with over 400,000 individual files totaling 987 GB, and the installation of FlexNet license software to manage multiple different FlexNet licenses, including SolidWorks licenses, OrCad licenses, and Keil C compiler licenses.

- Managed and automated the deployment of software for over 400 network connected devices through PDQ Deploy and PDQ Inventory.

- With a team of four, installed and continued maintenance for the access control system, Paradox. Hard wired door strikes, strobes, alarms, power bus extenders. Integrated Mobotix T25/T26 doorbell cameras into access control system using Mobotix I/O module for remote door unlock.

- With a team of four, responsible for cable runs including ethernet, copper, and fiber across 300,000 sq/ft warehouse, including the termination, using star bus topology, to multiple IDF's from 2 central MDF's. Completed the installation of a cellular repeater system, including 10-gauge copper wire terminations and cable runs to amplifiers throughout the concrete warehouse.

- Certified and operate boom and scissor lifts.

The Tech Tutor LLC   July 2020 – Present

President   Eric@TheTechTutor.net

- Help clients understand technology through practice and education. Training products include all Apple products, Android products, Windows 7-10, Microsoft Office, and physical hardware.

- Install, train, and educate clients on smart homes, and IoT devices, including integration with Alexa, Google Home, smart hubs, smart lights, door locks, garage door openers, sprinkler systems, etc.

- Run quarterly cleanups on client computers and provide break/fix technical support for small businesses 1-4 people, and the consumer market.
- Educate the general consumer market on best practices surrounding IT and IoT.
- Install personal security camera systems, and train clients on proper use.
- Built personal lab on Dell PowerEdge R710 server. Upgraded from VMware ESXI 5.0 to 7.0 for test environment. Tests include penetration testing, and mock Windows domain testing.

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 15 clients including remote and onsite support. IT management and support included set up and configuration of Windows Servers 2003 – 2016, using Active Directory to help give clients a more reliable and functioning workflow by utilizing DNS, DHCP, RWA, VPN, and file sharing following PCI and HIPAA compliant standards.
- Effectively deployed and managed a reliable and secure LAN and WLAN intranet and internet that supported between 200 – 300 wired and wireless devices per day across a luxury car dealership. Utilized 15 Meraki WAP's to provide sufficient indoor and outdoor roaming wireless.
- Deployed and managed G Suite, and Office 365 licenses to over 150 users over 10 companies. Completed email migrations between on-prem Exchange 2016 servers and O365 using BitTitan as well as migrations between O365 and G Suite with BitTitan.
- Emphasized business continuity and longevity of computer networks using documentation and procedure. Provided attention to client's business goals and objectives for timely completion of tickets and projects. Implemented best practices allowing for the least amount of reactive support tickets and down time.
- Worked as the liaison for Strive IT at the Boulder Chamber. Attended weekly meetings to help network and market the business.

Evergreen Excavation   May 2017 – November 2017

Sub-Contractor

- Operated heavy equipment including skid loaders, woodchippers, remote compactor, chainsaws, jackhammers, and excavators.

- Installed water retention systems, septic systems, water lines, leech fields, retention walls, preparation of foundation, back filling, laser leveling and grade work.

University of Colorado Boulder   August 2014 - May 2016

Mentor Resident Advisor

- Supervised 40 new residents with their transition into college.
- Completed weekly reports and incident reports for Hall Directors.
- Used interpersonal communication skills for effective communication with students, advisors and associates.
- Trained in conflict management, sustainability, and social justice.

PERSONAL   Nominated Resident Advisor for Nicholas Osorio Team Player Award - May 2015

Outstanding Digital Art and Design Award – Fairview High School - May 2013

Location: Greater Denver Area

Strengths:

Positivity, Communication, Individualization, Empathy, Futuristic