

THOMAS E. LIPSCOMB

Chester VA, 23831

telipscomb@thomaslipscomb94.com

www.thomaslipscomb94.com

IT SPECIALIST

Army Veteran with a diverse background in operations management, training, and information technology. Experience in managing risk to protect assets, property, and equipment valued over \$1M while meeting the expectations of senior leadership. Possess educational experience and training in cybersecurity and networking fundamentals with hands-on training in a service desk environment for a managed services provider. Able to apply problem resolution and troubleshooting skills to effectively diagnose and repair software and hardware related issues.

TECHNICAL SKILLS & QUALIFICATIONS

- **Operating Systems:** Windows 7, 10, 11; Linux; Mac OS
- **Project Management:** Slack, Microsoft Teams, Google Workspace
- **Software:** Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
- **Ticketing Tracking:** ServiceNow, ConnectWise, Footprints

EDUCATION

ECPI University – Richmond, VA

Bachelor of Science in Computer & Information Sciences, Cybersecurity

August 2021

Associate of Science in Computer & Information Science, Cyber and Network Security

August 2020

- 3.97 GPA / Summa Cum Laude
- Student Veterans Association

Relevant Coursework: Advanced Cyber Security, Ethical Hacking, Advanced Defense and Countermeasures, Windows Active Directory, Advanced Windows Server, Network Protocols & Servers, Intermediate Routing & Switching/Lab, Linux Administration, Computer Configuration, Cloud Solutions, Network Scripting, Service Desk Fundamentals, Introduction to Programming (Python), Introduction to Databases

PROFESSIONAL EXPERIENCE

Cloud Managed Services Group

September 2021 - Current

AI Service Desk Technician

Responsible for handling first level support of service requests in a professional and timely manner.

- Provide technical assistance and support related to end users, computer systems, hardware, or software
- Setup and verified user accounts in Active Directory
- Create and update IT support tickets per team standard operating procedures

Richmond Public Schools
2021

August 2021 - September

Service Desk Technician; Contract

Provides customer support and assistance for the district's computer service desk issues.

- Technical support, password reset and account creation for a school district
- Created tickets for all computer services
- Remotely diagnosed user Desktop and Laptop computers issues using Bomgar
- Works cohesively with fellow team members, management, escalation points, and vendors to ensure the right solutions are implemented and sustained

THOMAS E. LIPSCOMB

Chester VA, 23831

telipscomb@thomaslipscomb94.com

www.thomaslipscomb94.com

PROFESSIONAL EXPERIENCE (continued)

Cloud Managed Services Group
2021

May 2021 - July

Service Desk Technician; Intern

Responsible for handling first level support of service requests in a professional and timely manner.

- Inventoried over 250 Client computer systems; checked for outdated OS and Hardware
- Diagnosed, troubleshoot, and resolved a wide range of software, hardware, and connectivity issues.
- Communicated with clients to inform them of incident progress, implemented changes, and agreed outages

United States Army

2005 - 2019

Operations Supervisor

Served as Operations Supervisor for over 50 performances; ensured all logistic and ground movements were managed.

- Facilitated Substance Abuse program for 40-person unit; completed over 25 urinalyses with 100% accuracy
- Led and motivated a 5-person team for 6 months with a 100% success rate
- Reconstructed supply record keeping ensuring readiness; accounted for over \$50K in supplies
- Executed over 140 Human Resource transactions without error

Army Band Musician

Managed all training data entry into the central database for a 40-person team. Led band as a Drum Major and Conductor on high profile performances. Collaborated with the Operation section to smoothly run the team.

- Supervised, trained, and mentored a 4-person team in all aspects of performance as a Rock/Jazz Group resulting in over 150 community concerts
- Maintained 100% of unit property book worth \$1M+ for 2-month transition with no discrepancies
- Oversaw over \$130K worth of percussion and chemical equipment
- Mentored 4-member team for an inspection; received highest ratings in all areas