Donovan Thomas
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(863) 254 8180

Current Role

As an IT Support Associate, it's my job to support operations with technical troubleshooting, end use devices, network connectivity, peripherals and any other issues related to IT I also monitor network connectivity and provide first responder support for network alarms related to routers, switches, and firewalls for amazon. I maintain IT equipment and assets as well as order and replace equipment needed to maintain network function and operations.

Skills

|Secret Clearance| Teamwork | Network Administration| Windows Server |Customer Service | Active Directory | Troubleshooting| Microsoft Windows| |Problem Solving/Mitigation| VPN| DNS| DHCP| |Virtualization| CISCO||SQL|Linux|Comprehension| Communcation |Deep Dive| Planning|SSH|Remote Support| Technical Support|Growth|Understanding|JavaScript|Java|Android Studio|Python|HTML/CSS|

Professional Experience

IT Support Associate II

Amazon(OLM1)   **Lacey, WA 98503 Sep 2021 – Present**

- I provide high quality support for customers by performing deep dives into issue brought to IT related hardware, and software. I worked daily tickets and user request.

- I provide device support for hardware configuration and troubleshooting. I worked to image windows devices, programs Linux devices and other IT user devices.

- Complete business IT projects by planning, coordinating, and meeting set milestone.

- Escalate any higher level work to appropriate teams and provide first responders support, for outages.

- Maintain systems by performing updates, installing secure software, imaging, performing cleaning audit, cable management, and asset inventory audits.

- Assist operations by teaching user or creating technical documentation to assist users on how to user IT systems or software.

- Maintain IT equipment by performing update, repairs, ordering, replacing and lifecycles as needed.

- Coordinate with vendors for 3 party support and equipment request for operation for IT equipment.

Systems Administrator   **Joint-Base Lewis-McCord, WA Nov 2019-June 26 2021**

US Army 13th Combat Support Sustainment Battalion (13th CSSB)

- Manages the training, and welfare of seven junior system administrators by teaching, coaching and guiding them in the right direction for software troubleshooting and providing monthly performance updates. It was to job assist customers with installing and maintaining computer software applications, hardware and technical support

- Handled the update and migration of mobile satellite dish, wireless network devices and movement systems software. This migration was completed well ahead of schedule, allowing all companies to maintain daily routines, and allowing the systems to maintain network connection.

- Guides junior leaders on maintaining system trackers, equipment tracking, and ticket tracking, using the company share drive and share point as two consolidated points for sharing and storing information.

- As Telecommunication Officer, maintained and distributed company iPhones for 13th CSSB 7 companies VIP users. Ensured user phones were setup so they could securely access company emails, Department of Defense app and verify users signed and understood the AUP for Corporate-Owned, Personally-Enabled (COPE).

Microsoft Software and Systems Academy (MSSA)   **Lacey, WA Jan 2021 –May 10 2021**

Server and Cloud Administrator

16-week academic program and technical training with certification testing and practical exercises to meet urgent Information Technology industry needs.

- PowerShell

- Azure

- Configure virtual network, consisting of domain controllers, DHCP and DNS servers, client machines and file sharing.

- Configure GPOs, firewalls, and security groups.

Cyber Security Support Specialist   **Camp Humphreys, South Korea Nov 2018-Nov 2019**

US Army 41st Signal Battalion

- Processed 100+ privileged user accounts and VPN accounts to help ensure the Korea installation campus areas were secure and in compliance. I ensured all customers understood and followed

IA policies, standards, and guidelines. These standards were used to maintain the integrity of the network.

- Assisted in the creation of a new policy regarding Foreign official connecting to the network, for yearly policy reviews.

- I handled foreign official accounts throughout the Korean Peninsula, processing over several hundred inquiries by verifying and validating foreign official documents and applying department of defense best practices and IA polices, to ensure foreign officials met and understood, standards, and guidelines, as well as system compliance.

- Validated and verified several hundred inquiries foreign official documentation and account throughout Korean Peninsula, ensuring Department of Defense best practices, and IA polices were being followed and connect users and system were in compliance.

- Helped supervise training and monthly evaluations of five other junior system administrators maximizing their performance.

- Document information using Microsoft SharePoint Website.

System Administrator   **Joint-Base Lewis-McCord, WA May 2015–Nov 2018**

US Army 1-2 Striker Brigade

- Provided IT support for 1000+ users and computers by troubleshooting and fixing systems, and updating software in accordance with the Directorate of Information's management standards.

- Handled the update and system migration for 130 computers, upgrading them from Windows 7 to Windows 10 through SCCM, for TPM 2.0 compliance, allowing my company to be completed ahead of schedule. This allowed end users to maintain their network access and continue their daily work.

- Ensured the security validation of 100+ systems during post exercises by installing and verifying client systems. Validation was done to ensure users had updated firewall software and security apps, before connecting to the network.

- Created and maintained weekly trackers for helpdesk trouble tickets and user tracking. Trackers were key to maintaining company performance. Users and systems which were compliant increased from 33% to 95%.

- As a junior leader helped trained and supervise two entry level system administrators. Enabling them to handle workloads on their own.

- As Telecommunication Officer, maintained and distributed company iPhones for 1-2 companies' VIP users. Ensured user phones were setup so they could securely access company emails, Department of Defense app and verify users signed and understood the AUP for Corporate-Owned, Personally-Enabled (COPE).

- It was my job to assist customers with installing and maintaining computer software applications, hardware and technical support.

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Education and Certifications

Associates in Software Development   **July 2024**
California Institute of Arts & Technology
San Diego, CA

Certificate of Computer Science   **May 2021**
Saint Martin's University
Lacey, WA.

CompTIA Security +   **Jul 2020**
COMP001021701689(Exp. 07/2026)

Certificate in Computer Technician   **Oct 2018**
Charter College
Vancouver, WA