

Thomas A. Martin

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PROFILE

- 10-year U.S. Air Force Veteran and college student working towards a Bachelor of Science in Network Operations and Security, with a passion for technology, continual learning. Extensive background in customer service, computer support, management, and supervision, with exceptional multi-tasking, time management and organizational skills.

EDUCATION

TULSA COMMUNITY COLLEGE

- A.S., Computer Information Systems
- A.A.S., Information Technology – Focus in Networking and Cloud Computing

WESTERN GOVERNORS UNIVERSITY (WGU)

- B.S., Network Operations and Security
 - Est Graduation: currently on hold

CERTIFICATIONS

- CompTIA A+ (Code: 1PN5NTDNYCV1QGCD)
- CompTIA Network+ (Code: W1J483TPTGR412GD)
- CompTIA Security+ (Code: 1VGSHFJFYHR4QRSS)
- Current Self Study: CompTIA Server+
- Understanding of HTML, CSS, C, C++, Python

PERSONAL IMPROVEMENT

- Current Self Study: CompTIA Server+
- Projected Self Study: Cisco CCNA, CompTIA CySA+, CompTIA CASP+, (ISC)2 SSCP
- Understanding of HTML, CSS, C, C++, Python
- Pfsense router (vlan implementation) and Suricata IDS/IPS setup/configuration
- Setup Type 1 Virtual Machine – Proxmox – In Home Production
 - Running: TrueNAS, Plex, Zabbix (IT Infrastructure Monitoring), Windows Server, Ubuntu Server
- Type 2 Virtual Machine setup – Virtualbox

WORK EXPERIENCE

BANKONIT

Help Desk Technical Specialist II

08/2020-Current

Help Desk Technical Specialist I

12/2019-08/2020

- Provide technical software, hardware, and network troubleshooting and repair in an Enterprise environment/Network Operation Center environment for more than 300 Banks. Deploying and troubleshooting computer systems, printers, software, VPN (Fortinet) configuration/connections, IP networks. User management in a Domain environment, using Active Directory, Exchange/O365. Software management/troubleshooting across a variety of software. All while working the Help Desk phone line.
- Excellent problem solving/troubleshooting. Excelling in identifying, researching, and repairing technical/non-technical issues. To include desktop configurations, Active Directory User Management in a Domain environment, management/troubleshooting of Exchange Services, management/troubleshooting of server/thin client environments, monitoring real-time device status, circuit status, and events using network troubleshooting tools, VPN (Fortinet) user setup/configuration/troubleshooting, email mailflow issues/email

analysis, spam filter and web content filter configurations. Understanding of Network and Security concepts such as IP configuration, DNS, and DHCP, routing and switching, transport security policies.

- Excellent self-management\time-management\self-starter. Excelling in work and ticket queue management, and completion of work with no supervisory oversight. While continually reviewing work and data to ensure accuracy, completeness, and consistency with standards, for multiple Ticket Queues.
- Excellent Customer Service. Excelling in communication of technical information to non-technical audience, while applying information security/information assurance policies, principles, and practices in the delivery of customer service. As well as communicating directly with various service vendors to hold them accountable to adherence with service levels.
- Resolving escalations in a timely and efficient manner, and to assist Senior Technician's as needed. Provide training for Technicians and define procedures and policies for the Organizations.

NORTHEASTERN STATE UNIVERSITY

Help Desk Support – Level 1

07/2019-12/2019

- Responsible for tier 1 Technical Support and Customer Service to Faculty, Staff, Students, and Guests. Assisting full time Technicians as well as other teammates, staffing the Service Desk phone and Front Office Desk, create and complete client service requests and incident tickets using the ticketing system. Provide technical support and facilitation for Video distance learning classes, and troubleshoot hardware, software and audio-visual equipment issues. Also responsible for troubleshooting/repairing/resolving any tickets assigned to them.

BESTBUY

Geek Squad Agent – Consultation Agent

11/2017-12/2019

- First point of contact for clients needing computer repairs. Performs tier 1 diagnostics and repair on all computers and electronic devices. Responsibilities include providing a positive interaction during the check-in and check-out process, active listening and accurate note taking while performing service order creation in the work order tracking system. Ship and receive client items that leave the store for service, and functionality check items that are returned. Apple Authorized Service Provider (AASP) Certified.

Sales Associate

08/2016-11/2017

- First point of contact for customers, responsible for helping customers locate products and answer questions about potential purchases. Required to maintain current knowledge on new technology, as well as understanding the technology needs of the customer.

Inventory Specialist

08/2015-08/2016

- In charge of ordering, receiving, and counting the inventory in the store. Responsible for prepping and staging customer online orders. Also responsible for ensuring that inventory records and price tags are kept accurate through daily and weekly counts, and daily price tag audits.

UNITED STATES AIR FORCE

HVAC/R Technician

05/2005-11/2014

- Install, maintain, and repair heating, ventilation, a/c and refrigeration equipment. Supervises work crews by organizing work into appropriate crews and completing work orders in a timely and professional manner. Completes crew timecards to monitor time spent on work orders. Manages orders requests for parts, to include managing funding requests. Maintains documentation and regulates federally regulated refrigerant. Builds and maintains training program for Airman. Plan and organize equipment storage and shipment, while maintaining safety standards for the cargo according to federal regulations. Scheduling equipment repairs and upkeep, maintaining all safety data information. Honorable Discharge/Medical Retirement.

Military Education

- *Airman Leadership School*
- *Air Force Trainer Course (Train the Trainer)*

03/2010

04/2010

REFERENCES

- Help Desk Supervisor - BankOnIt
Michael Rogers
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1-405-606-5862

- IT Client Services-IT Support Tech 3, Student Technical Consultant Supervisor - NSU
Justin Brady
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- Geek Squad Manager - Best Buy
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