

Thomas Backus

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ACHIEVEMENTS

- Standardized server farm with multiple operating systems to Microsoft platform
 - Reduced problems with ERP software by 75%
 - Removed old servers without degradation
 - Project brought in on time and on budget
 - Introduced remote administration at several locations
 - Allowed for off-hour maintenance
 - Reduced response time
 - Lead Technician
 - Responsible for project leadership
 - First line of support for other technicians
 - Part of new hire interview team
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PROFILE

- Customer service oriented
 - Proven business acumen
 - Dedicated self starter
 - Reliable and trusted advisor to management
 - Ability to work with end users to determine needs
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EMPLOYMENT

CPP-Minneapolis Operation, Minneapolis, MN 2006-Present
Formerly Hitchcock Industries, Inc. 2001-2006

Senior Network Administrator

- Responsible for day to day operations of IT department
- Maintenance of network infrastructure
- Instituted PC inventory program
- Instituted new E-mail filter
 - Grants users greater control
 - Summery E-mail sent so users can unjunk or unblock addresses without IT intervention
- Instituted fully automated backup system
 - Continuous real-time data backup
 - Instant data recovery and file versions
- NT 4.0 Domain to Windows 2003 Active Directory migration
 - Included upgrade from Exchange 5.5 to Exchange 2003
- Introduced remote desktop control
 - Decreased response time from 10-30 minutes to under 5 minutes
- Created first budget for department in over five years
- Created first plan for departmental upgrades with system wide focus
 - Printer upgrades focused on areas of heaviest printing
 - Server upgrades focused on entire company use
- Standardized main servers on Microsoft platform
- Introduced remote administration of servers via VPN
 - Reduced off-hour response time from 30 minutes to 5 minutes in 95% of cases
- Installed and configured servers
 - Microsoft Windows based: NT 4.0, 2000, 2003
 - Exchange 5.5
 - Red Hat Linux Enterprise 3.0
- Installed and managed Extremeware wireless network
 - For use with updated data collection system
- Created policies and procedures documentation for department
 - Decreased improperly configured PCs by 95%
 - Standardized PC configuration for rapid deploy using images
- Installed updated SonicWALL firewall
 - Managed virus protection
 - Content filtering
 - VPN
- Desktop support – 150 Stations
 - Microsoft Office 2000, XP, 2003, 2007
 - QAD – MFG Pro, eB2
 - Access databases
- Primary vendor contact
 - Worked with Telco to increase bandwidth while reducing costs
 - Worked with cell phone supplier to consolidate bills and phone plans
 - Maintained working relationship during Chapter 11 bankruptcy
 - Maintained working relationship through Chapter 11 sale
- Created electronic work instruction lookup program and procedure for plant floor
 - Reduced time to find proper work instruction by five minutes
 - Reduced use of old work instructions
- Created disaster recovery / work continuance plan for IT department
- Avaya phone system support

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Northern Solutions, Inc., Rush City, MN

1996-2001

Field Technician - Consultant

- Introduced remote administration where possible
 - Reduced response time for customers, often from 2 hours to 20 minutes
 - Increased availability of billable hours
- LAN and WAN design and administration
 - Worked with sales force to design proper network for customers
 - Worked with sales force to design upgrade plans for customers
 - Created customer presentations on recommendations
 - Continued support on networks after design phase
 - Maintained WAN for St. Croix River Education District between member school districts and district office in Rush City
 - Maintained wireless WAN at Rush City School District, East Central School District, and between Finlayson Elementary and Crossroad Learning Center
- Lead Technician
 - Responsible for project leads
 - First line of support for other technicians
 - Responsible for learning and training of other technicians on new technologies.
- Implemented laptop use among technicians
 - Reduced calls to office for customer notes
 - Electronic work orders reduced billing time and errors
- Client base included
 - Healthcare
 - St. Croix Regional Medical Center, St. Croix, WI
 - Pine Medical Center, Sandstone, MN
 - Manufacturing
 - Hitchcock Industries, Bloomington, MN
 - Aluminum and Magnesium Foundry
 - Plastech Corporation, Rush City, MN
 - Plastic Injection Molding
 - Engineered Polymers Corporation, Mora, MN
 - Plastic Injection Molding
 - Bending Branches, Osceola, WI
 - Wood and Composite Canoe Paddles and Hockey Sticks
 - Shafer Electronics, Shafer, MN
 - Electronic Contract Manufacturing
 - Educational
 - St. Croix River Education District, Rush City, MN
 - Member school districts at time: Chisago Lakes, East Central, Hinckley-Finlayson, Pine City, Rush City, and Willow River
 - Financial
 - Rush City State Bank, Rush City, MN
 - Community National Bank, North Branch, Lino Lakes, Vadnais Heights, MN

Thomas Backus

EDUCATION

Texas Lutheran University, Seguin, TX

1984-1989

Major: Computer Science – Bachelor of the Arts

Continuing Education

- RH033 - Red Hat Linux Essentials
- Microsoft Project
- Microsoft Excel
- Microsoft Power Point
- IBM Disaster Recovery / Business Continuance Planning
- Franklin Covey Time Management
- Visual Workplace / 5s+1

SOFTWARE AND HARDWARE EXPERIENCE

- PC Operating Systems:
 - Microsoft Windows Vista
 - Microsoft Windows XP Home, XP Professional
 - Microsoft Windows 2000 Professional
- Server Operating Systems:
 - Microsoft Windows 2003 Server
 - Microsoft Windows 2000 Server
 - Microsoft Windows NT 4.0 Server
 - Red Hat Linux Enterprise 3
- Server Applications:
 - Surfcontrol E-Mail Filter
 - IIS Setup and Configuration
- Groupware Applications:
 - Microsoft Exchange Server 2003
 - Microsoft Exchange Server 5.5
- Desktop Applications:
 - Microsoft Office 2000, XP, 2003, 2007
 - QAD - Troubleshooting user issues
- Specialty Hardware:
 - SonicWALL CDP 4440i
 - SonicWALL Pro 2040 Firewall
 - SonicWALL Email Security 300