THOMAS BACKUS

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PROFILE

Customer Service-Oriented Network Administrator with a proven track record of coordinating effectively with leadership teams to align IT strategies with company objectives. Adept at communicating with end users to understand and fulfill their needs, ensuring seamless technology experiences. Skilled in delivering technical solutions that bridge the gap between business goals and user requirements while maintaining high standards of service and support.

SOFTWARE SKILLS

- Problem-Solving and Critical Thinking
- Communication Skills
- Adaptability and Flexibility
- Attention to Detail
- Customer Service Orientation
- Network Security
- Network Protocols
- Automation and Scripting (AutoIT, KIXtart)
- Technical Support and Troubleshooting
- Documentation and Reporting (Microsoft Office, Adobe Acrobat)

- User Management
- Exchange Management
- Teams Management
- SharePoint creation and management
- Microsoft Forms
- Microsoft Power Automate
- Disaster Recovery
- Expertise in Operating Systems (Windows, Linux)
- Network and Systems Management Tools (Lansweeper, Spiceworks, Track-IT, Ninja 1, Freshdesk, Helix)

HARDWARE SKILLS

- HP Thin Client
- Barracuda
- Cisco Meraki
- HP Aruba Switches

- Allworx Phone
- Avaya Phone
- PC Support
- Troubleshooting

EXPERIENCE

IT Generalist / Girl Scouts River Valleys (Through Robert Half) – Saint Paul, Minnesota   *11/2024 – Present*

- **Created documentation for tech setup** at regional cookie cupboards, allowing for one the smoothest technology related years.
- **Brought open helpdesk ticket counts** from 100 to 20 in less than one month, creating a faster response time for new tickets submitted.
- **Standardized user onboarding procedures**, increasing customer satisfaction with onboarding, resulting in less issues with new users.
- **Standardized user offboarding procedures**, making sure all accounts and various logins were shut down.
- **Created new SharePoint page**, allowing for volunteer sign up that would also create a calendar invite for user.

Network Systems Administrator / Senior Network Administrator / CPP-Minneapolis Operation - Bloomington, Minnesota   *07/2001 - 08/2024*

- **Introduced Remote Desktop Assistance**, cutting average response time from 30 minutes to under 5 minutes and reducing off-hours response time from 30+ minutes to under 10 minutes.
- **Developed and implemented a company-wide departmental upgrade program**, transitioning from individual to group-based purchasing, resulting in significant cost savings and streamlined upgrades.
- **Standardized PC configurations**, reducing rebuild time by 50% and decreasing the number of improperly configured PCs by 95%.
- **Led the largest migration project** for site vendors, transitioning from Avaya to Allworx Phone, and coordinated the CPP organization's largest data site migration in Minneapolis, ensuring a smooth and efficient process.
- **Instituted file de-duplication** with Windows Server 2012, reducing storage space requirements by 25% and backup time to offsite storage.

Lead Field Technician / Northern Solutions - Rush City, Minnesota   *10/1996 - 06/2001*

- Directed and managed on-site projects across diverse industries, including healthcare, manufacturing, and financial sectors, ensuring timely and effective delivery of services and solutions.
- Acted as the primary point of contact for field technicians, troubleshooting and resolving technical issues to maintain operational efficiency and high standards of service.
- Designed and delivered training programs for field technicians on the latest technologies and best practices, enhancing team skills and knowledge.
- Successfully supported and maintained relationships with a wide range of clients, including healthcare facilities like St. Croix Regional Medical Center and Pine Medical Center, and manufacturing companies like Hitchcock Industries (Now Consolidated Precision Products) and Plastech Corporation.
- Delivered technical solutions for a range of industries, including educational and financial institutions.

EDUCATION / CONTINUING EDUCATION

- Bachelor of the Arts - Computer Science - Texas Lutheran University - Seguin, TX
- Franklin Covey - FOCUS: Achieving Your Highest Priorities Time-Management Workshop
- Franklin Covey - Rules to Design and Deliver Great Webinars (Live Clicks Webinar)
- Franklin Covey - Time Management for Microsoft Outlook Increasing Your Productivity through the Effective Use of Outlook
- QMI – Visual-Lean Institute via HII - Visual Workplace / 5s+1
- Benchmark Learning - EKEUACC10L1-L3: Microsoft Access 2010 Level 1 – Level 3