

Thomas Lerell
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2020 Summary

I am a highly skilled and entrepreneurial IT professional looking to contribute to a diverse team in the area of human-computer interaction (HCI) and social computing. As a veteran, I am especially passionate about designing and building socio-technical systems and solutions to empower marginalized populations.

WORK EXPERIENCE

(2012 - Current) – **Founder and Lead Systems Engineer - Web Solutions**

Chicago's Tech Help - Chicago, IL cthelp.us

- Providing customer and tech support.
- Developing online solutions for startups.
- Implementing Google Apps and SEO.
- Providing graphic design solutions.
- Offering network security consulting.
- Provide website support and design.

(2012) – **Regional IT Director – Help Desk Analyst**

Obama Campaign Headquarters - Chicago, IL barackobama.com

- Screened and diagnosed internal inquiries and work requests related to maintenance related systems: iPhones, Printers, Phones, IBM / Apple Laptops / Desktops, Servers, Switches.
- Installed, configured, and upgraded computer hardware and software.
- Provided end-user software troubleshooting and support.
- Applied advanced diagnostic techniques to investigate and recommend / solve phone, laptop, and software related issues.
- Provided phone and help-desk IT support for in-office and remote employees and volunteers.
- Facilitated network security and systems administration testing and provided related consulting services.

(2010 – 2011) – **Director of Support Services - Lead Systems Engineer**

PointClick Technologies - Raleigh, NC pointclick.net

- Dedicated Hosting Solutions (configuration and setup/provisioning of email, servers, switches, firewall configurations).
- Maintained a Ticketing System.
- Security Consulting and Business Development / Recommendations.
- Datacenter – hands-on setup and configuration, routine maintenance of servers and network devices.
- Setup dedicated Hosting Solutions configuration, and provisioning of email, servers, switches, and firewall configurations for regional customers.

(2009 – 2010) – **Systems Administrator**

Epic Games – Raleigh, NC epicgames.com

- Responsible for effective provisioning, installation, configuration, operation, and maintenance of systems hardware and software, resolving incoming inquiries.
- Setup and configured iPhones, switches, routers, servers, and other in-house systems. Software solutions supported: Microsoft • Apple • Cisco • VPN • Security.

(2006 – 2008) – **Senior Network Administrator**

Saint Augustine's College – Raleigh, NC st-aug.edu

- Infrastructure support lead for all servers, network equipment and workstations. Major projects: Datatel to CAMS conversion, Microsoft Exchange Solutions Upgrade, Network / Wireless refit (campus wide), Virtualization VM.
- Team lead for research & design, delivering of the new campus-wide network, and application solutions. Deployment of network switches, routers, security appliances, and software.

(2005 – 2006) - **Infrastructure and Active Directory Specialist**
Genworth Financial – Raleigh, NC genworth.com

- Project Manager: coordinating with team leads to assist with system migrations.
- Lead member in a 10000+ workstation NT / Active Directory domain migration. Solutions include Windows 2000 / XP Professional and server software.
- Responsible for building the primary lab environment for review and testing of migration tools. Trained staff to use Quest Software migration tools and change control processes related to migration.
- Lead adviser to system administrators on topics such as monitoring the deployment of clustered server pairs, ensuring the integrity of the operating system and network design.
- Managed projects involving server migrations and operating system builds using current standards. (Windows Server Software, VMWare GSX / ESX, Microsoft VPC / Server R2.

(2000 – 2005) – **IT Help Desk Coordinator**
The Greenwood Group Manpower - Raleigh, NC manpower.com

- Provided Help Desk design and support for 15 branch offices from Raleigh to Wilmington, NC.
- Troubleshooting of Microsoft Office solutions and providing first-level call center support for internal staff.
- Software Solutions Supported: VMWare GSX / ESX, Microsoft Virtualization configurations.
- Lead adviser to system administrators on topics such as monitoring the deployment of clustered server pairs, ensuring the integrity of the operating systems, and network design.
- Managed projects involving server migrations and operating system builds using current.
- Trained and designed policies to improve operating systems and core standards. (i.e. Intrusion Detection Systems (IDS) and reporting structures. (i.e., Black Ice, NIST IDS, SNARE).

(1991 –2000) – **National Accounts Specialist**
Blue Cross Blue Shield of Illinois – Chicago, IL bcbsil.com

- Responsible for maintaining positive, professional relationships within 15 regional offices. Functions included: Investigating and resolving client concerns, utilization analysis and reporting.
- Track significant dates, project instructions, and work progress.
- Claims processing and Advanced Microsoft Excel Reporting.

(1985 –1991) – **Aviation Electrician (AE)**
United States Navy - International navy.mil

- Repair aircraft electrical power generating and converting systems. Combat Training.
- Maintain electrical and instrument systems and automatic flight control stabilization systems.

CERTIFICATIONS

MCP/MCSE Microsoft Certified Professional
HDCP – Help Desk Certified Professional
CIW – Certified Internet Webmaster

ADDITIONAL SOLUTIONS / SKILLS EXPERIENCE

Programming Languages and Competency ➔ **PHP/CSS/SQL**, HTML and Javascript, Network Security, Amazon, Woocommerce, Web Design, WordPress, Adobe Creative Suite, SEO, eCommerce, Google Ranking, Facebook, Ads, eMail, CRM, Video, Social Media, **Asana**, Slack, SSL, Google Analytics, Virtualization of Solutions (Microsoft VSR2), Server updates and upgrades, Network Switch upgrades and Core Switch Migration, security updates and patch management, Wireless Implementation, Disaster Recovery Policy Design, **Firewall configuration** and re-design, **Google Apps Admin + Systems Administration** with Linux/WIN/MAC Servers, Active Directory, Network Security, Graphics Design, Digital Media, and Cloud Computing.

Microsoft Exchange, MS Office Suite, Adobe Suite, Kayako Help Desk, Windows Server, Microsoft Security Suite.

EDUCATION

- **Temple University – Philadelphia, PA**
- **United States Navy Training**
- **Microsoft Certified Professional**