

ROBERT THOMAS

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NETWORK ADMINISTRATOR | TECHNOLOGY CONSULTANT | SUPPORT SPECIALIST

IT leader with over 20 years of expertise resolving computer hardware, software, and system challenges for a diverse clientele. Ability and familiarity with multiple industries, including legal, financial, healthcare, insurance, manufacturing, entertainment, retail, and marketing. Project manager focused on setting strategic objectives, developing forward-thinking initiatives, and delivering an exceptional technology experience to clients.

CORE COMPETENCIES

- Creative Problem Solving
- Project Management
- Resource Maximization
- Supervision Skills
- Communication Abilities
- Leadership Skills
- Long-Term Planning
- Team Collaborations
- Multi-Tasking Skills
- Schedule Management
- Process Enhancements
- Customer Service Skills

PROFESSIONAL HISTORY

- CHRISAD, Information Technology Specialist**, San Rafael, CA 2019 – Present
- Primary IT support provider for 80 employees and 120 computers and mobile devices located in the U.S and other countries. Provide support for and deployment of Windows, Mac, and Linux systems. Mobile Device Management using JAMF for Macs, iPhones, and iPads. Manage the VOIP phone system, Active Directory, G Suite, and Zoom Rooms.
- ROBERT THOMAS TECHNOLOGIES, IT Consultant & Owner**, San Rafael, CA 2008 – Present
- Technology consultant providing installation, support, and security services for Amazon Web Services, WordPress, Windows, Mac, and Linux systems.
- MARIN ACE, Inventory Coordinator**, San Rafael, CA 2017 – 2019
- Primary IT support provider for all six "Standard 5-10-25 Cent" owned Ace stores, as well as Inventory Coordinator and Closing Supervisor for the Marin Ace store. Provided support for Windows POS systems, handheld barcode scanners, and the EPICOR accounting and inventory system.
- ROOTS OF PEACE, Director of Technology**, San Rafael, CA 2010 – 2016
- Integral technology leader within the organization. Utilized a hands-on approach to managing global technology initiatives and resolving technology challenges.
 - **Key Accomplishment:** Successfully migrated 500+ email accounts to Microsoft Exchange Online. Created "In-Place Holds" and "eDiscovery searches" for select mailboxes. The new email system increased security and workflow efficiencies while positioning the organization for future growth and expansion.
- SONOMA VALLEY BANK, Vice President and CIO**, Sonoma, CA 2000 – 2007
- Hands-on CIO. Spearheaded all IT-related technologies and functions of the organization. Responsible for the security of bank data and customer information residing on bank servers.
 - **Key Accomplishment:** Retired all NetWare servers and migrated to a Windows Domain using custom scripts. Saved \$10K compared to a typical on-premise migration, and took only minutes to complete. The modified servers and workstations were distributed across four different locations in California.
- RELOACTION, Network Communications engineer**, Pleasanton, CA 1997 – 2000
- Installed and managed all NetWare, Windows, Citrix, and Terminal servers, including all LAN and WAN equipment. Provided end-user support to 150+ individuals located across ten states.
 - **Key Accomplishment:** Increased productivity and reduced costs by introducing ReloAction to a Windows environment, interconnecting all offices via a frame relay network, and delivering Internet access to all local and remote systems.

EDUCATION

Associate of Applied Science – Electronics Technology, Heald Institute of Technology
Graduated with honors, 100% attendance and 4.0 GPA