Damon Thomas

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PROFILE

I'm a highly skilled IT professional with seven years of experience in system administration, specializing in Microsoft 365, user management, and cloud security. My key skills and attributes include logical thinking combined with a practical approach to problem-solving, an excellent eye for detail, and the ability to respond quickly to unexpected challenges while managing pressure without compromising outcome, quality, or service standards.

EMPLOYMENT SUMMARY

- Head of IT Systems – Techtorium 4 years
- Systems Administrator – Techtorium 3 years

ACHIEVEMENTS

- Microsoft 365 migration from Google Workspace and third-party email services enabling better integration allowing phone pbx and email consolidation. Single pane of glass security management – 2018
  - SharePoint and OneDrive deployment and user education
  - Microsoft Teams deployment and user education
- Used PowerShell scripting for bulk user management – 2019
- Set up onsite networks with firewalling and VLANs using Mikrotik, TP-Link, Ubiquiti, and Windows Server – 2020
  - Improved security with 100s of student BYOD devices
- Established a 3 person help desk from the ground up using the ManageEngine ticketing solution with SAML SSO to reduce user friction – 2021
- Managed Microsoft Azure resource deployment, rights management, and cost optimization for internal websites and databases – 2022
  - Student management system holding info on 1000s of students and registration websites
  - Establish virtual classroom resources using Microsoft Azure Virtual Labs

KEY SKILLS

- **Leadership and teamwork** – Overall responsibility and supervision of day working staff (up to 4 staff and 8 student interns), including assigning, delegating and prioritising workload/duties. Strong leadership with the ability to influence teams to achieve positive outcomes in a fast moving and challenging environment.
- **Problem solving and troubleshooting** – diagnosing and analysing root cause on many incidents or new systems implementations enabling the best outcome, and execution of implementation plan to minimising downtime and business interruption.
- **Organisational skills** – Competent in responding to sudden changes in workload and priorities on a day-to-day basis. These included – the assessment and management of manpower, ticket resolution and scheduled maintenance without compromising process requirements.
- **Strong written and verbal communication skills** – A good communicator who has proven experience in liaising with a variety of stakeholders to discuss technical information clearly and effectively with strong attention to detail and appropriateness to the end user.
- **IT Technical skills** – Being able to troubleshoot and assess a wide array of IT services and keen to pick up details of how any system is working to enable fault recognition and relay that to the relevant vendor or internal team.

EMPLOYMENT

Techtorium   **2020-2024**
Head of IT Systems

Key Responsibilities:

- Maintained professional 'duty of care' responsibilities to ensure security and process standard were met. Process modification to meet policy changes from senior management.
- Responsible for supervising small team of help desk staff and undertaking incident management and system configuration on company systems, often under considerable time pressure, without compromising user experience.
- Demonstrated and promoted behaviour that aligned with the company's core values, in particular, quality of service and security compliant actions. Ensured security events were recorded and rectified in line with company requirements.

Techtorium   **2017-2019**

Systems Administrator

Key Responsibilities:
- Consulted relevant documentation (including onsite network and cloud security best practises) to confirm actions required to ensure policy and procedure to enable the best outcome to service calls.
- Consistently demonstrated professionalism and judgment in incident management to ensure security and uptime standards were maintained.
- Gained respect from colleagues and management, I earned a reputation for my technical knowledge and pleasant working demeanour.

EDUCATION

Level 7 Diploma in Cloud Management   2016
Level 6 Diploma in Networking and Security   2014
Level 5 Diploma in PC Support   2013
Techtorium

Professional Development
- Microsoft SharePoint site setup and rights management configuration.
- Internal emotional intelligence and leadership mentoring workshops.

INTERESTS
- Researching new tech, mostly hardware and home automation solutions.
- "Unstoppable" internal home network and internet QoS to get consistent experience no matter the background workload.

REFERENCES

Patrick Dowling   Miemie Vermeulen
Techtorium / Managing Director   Senior Business Analyst
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