

# COLE THORON

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A highly motivated and customer service-focused IT professional with over 2 years of experience professionally, and countless years independently. Possessing excellent communication and interpersonal skills, I have a proven track record of delivering exceptional customer service and support. I am adept at troubleshooting technical issues, providing timely resolutions, and ensuring customer satisfaction. My technical expertise includes proficiency in various operating systems, software applications, and hardware components. I am a quick learner and thrive in fast-paced environments. I am seeking a challenging role that will allow me to leverage my skills and experience to contribute to the success of the organization.

## SKILLS

- Windows OS
- Chrome OS
- Hardware repair
- Swift (Beginner)
- Microsoft 365
- Windows Server 2012-2022
- Advanced customer service/interpersonal skills
- WDS and MDT server deployment and maintenance
- Ubiquiti Unifi
- Ubiquiti AirOS
- Veeam Backup and Replication – Community
- MacOS
- Linux (intermediate)
- Java
- Cisco IOS
- Hyper-V
- Synology NAS Filesystems
- Sonicwall Firewall (Intermediate)
- Google Workspace/Admin
- Azure Active Directory
- Cyrious Control
- Panasonic PBX Phone System
- AWS Glacier and AWS S3

## EXPERIENCE

4/2021 – CURRENT

**IT SUPPORT SPECIALIST/SYSTEMS ADMIN, ACE SIGN COMPANY, SPRINGFIELD, IL.**

My role at Ace involves maintaining systems, procuring devices/other network necessities, their security, and providing support to users within and outside the organization.

### Projects

- New server deployment, during the transition I migrated server roles from bare metal to a highly virtualized Hyper-V environment.
- Created and maintained backup and restore recovery playbooks, IT Inventory, and System/Network maintenance documentation and SOPs.
- I provided project management on a three-person team, developing a revolutionary sign control product.
- Optimized/processed changes to a sales management platform, Cyrious Control.

**9/2020 – 4/2021**

**MERCHANDISE SUPERVISOR, BED BATH AND BEYOND**

With 4 years of customer service experience and advanced knowledge of system interoperability, I moved up to a Merchandise Supervisor; I was also Entrusted with Keyholder status. I took over onboarding of associates and provided proper training on the POS system. Further, I took on the role of managing IT device tickets, ensuring Associate/customer Engagement Tools operability, and maintain register operator authorization records. Maintain a clean, organized, and safe work area and store floor.

**6/2018 – 9/2020**

**SALES TEAM MEMBER, BED BATH AND BEYOND**

A receptive, approachable sales associate with three years of experience providing customers with excellent customer service. Experienced with facilitating transactions and assisting with purchases, along with merchandising products in a way that maximizes conversions. Maintain a clean, organized, and safe work area and store floor.

**12/2016 – 5/2018**

**SALES TEAM MEMBER/BACK OF HOUSE SUPERVISOR, BABIES “R” US**

Courteously greet customers and efficiently process transactions within busy, fast-paced retail environments. Place special orders for guests. Assist with store stocking, setting up floor-sets, and opening/closing procedures.

**11/2016 – CURRENT**

**COMPUTER SUPPORT, FREELANCE**

Setup and troubleshooting assistance to Chatham United Methodist Church as well as family and church members. Support being both remote support and in-home support. Jobs ranged from setup, to troubleshooting, to repair of desktop, laptop, or mobile devices.

## EDUCATION

**MAY 2023**

**BACHELOR’S – COMPUTER SCIENCE, UNIVERSITY OF ILLINOIS**

At the University of Illinois at Springfield, I pursued a degree in Computer Science. After my first year, I graduated UIS with a 3.68 GPA.

**MAY 2021**

**ASSOCIATE’S – COMPUTER SCIENCE, LINCOLN LAND COMMUNITY COLLEGE**

At Lincoln Land, I pursued a degree in Computer Science. Upon graduating, I earned a 3.67 GPA, made the Dean’s List three of the four semesters that I attended LLCC, and became a member of Phi Theta Kappa (Lincoln Land’s Honor’s Society).

**MAY 2019**

**HIGH SCHOOL DIPLOMA, GLENWOOD HIGH SCHOOL**

Upon graduation, I received a 3.27 GPA.