



Cole Thoron

Systems Administrator

- 📍 Raleigh, NC
- ✉ colethoron2000@gmail.com
- 🌐 <https://colethoron.com>

Summary

Proactive IT Support Specialist with **over three years** of experience in providing comprehensive technical assistance across **diverse software and hardware systems**. Recognized for troubleshooting skills and a customer-focused approach, successfully **resolving an average of 30 tickets weekly**. Proficient in network diagnostics, system security, and providing remote support. Committed to **improving system performance and user satisfaction** through efficient problem resolution and preventive maintenance.

Interests

Home Labbing

Biking

Horror Movies

Skills

Windows OS

Windows Server, Windows 10, Windows 11, Microsoft Server, Hyper-V, Active Directory, DNS

Troubleshooting

Network Diagnostics

Linux

Docker, Ubuntu, Red Hat

Cloud Computing

Microsoft 365, Microsoft Azure, Microsoft Entra, AWS, DigitalOcean, Google Workspace

Experience

Miles IT

December 2023-Now

Support Specialist

Remote

🔗 <https://milesit.com>

At Miles, my day consists of 70% working on the most complex support issues and 30% of the day mentoring the technical team members from the first tier.

Common issues that I worked on, but is not limited to, includes server, network, virtualization, and storage troubleshooting. I worked on problems that may be intermittent and difficult to resolve. I consistently received high happiness ratings from our customers and was well-regarded on the team for being a team player and quite knowledgeable.

Ace Sign Company

April 2021-December 2023

Support Specialist/Systems Administrator

Springfield, IL

🔗 <https://acesignco.com>

At Ace, I worked to improve network stability, security, and device procurement alongside providing excellent technical support for internal and external users.

Bed Bath and Beyond

September 2020-April 2021

Merchandise Supervisor

Springfield, IL

With my great success engaging with customers, I was promoted to a keyholder Team Lead.

Education

University of Illinois

August 2021 - May 2023

Computer Science

Bachelor's

3.68 GPA

Lincoln Land Community College

August 2019 - May 2021

Computer Science

Associate's

3.67

Projects

New Server Deployment

- Upgraded 2 server's from Windows Server 2012 to Server 2022
- Deployed a new Dell PowerEdge R550
- Shifted network applications from Bare Metal to Virtualization

Recovery, inventory, and network documentation

- Created recovery playbook for disaster recovery
- Inventoried all devices within organization and created documentation on when to retire old devices
- Created extensive Network Documentation on existing network infrastructure

Sales software management

- Performed extensive work revamping a software Sales Management Platform

Certifications

Fortinet Certified Associate Cybersecurity

April 2024

Fortinet Certified Fundamentals Cybersecurity

April 2024