



Cole Thoron

Systems Administrator

Raleigh, NC

<https://colethoron.com>

Summary

Proactive IT Support Specialist with **over four 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

Windows Server, Proxmox, Portainer, Docker, Nginx, Veeam, Wordpress, Immich, Unifi, Fortinet

Biking

Mountain Biking, Road Biking

Skills

Windows OS

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

Linux

Docker, Ubuntu, Red Hat

Cloud Computing

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

Server Virtualization

VMWare, Nutanix, Hyper-V, ESXi, Proxmox

Networking

Switching, Routing, Firewall, Sonicwall, Fortinet

Experience

Miles IT

Support Specialist

December 2023-Now

Remote

At Miles, common technologies that I supported include servers/virtualization, network, Cloud Computing, storage, and general troubleshooting of vast technologies. 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 (especially with Microsoft 365/Azure/Windows).

Ace Sign Company

Support Specialist/Systems Administrator

April 2021-December 2023

Springfield, IL

During my tenure at Ace, my primary job responsibilities included installing and configuring software (ERP's, SQL Database, Windows Server,) and hardware (Dell EMC, SonicWall, switches), managing Hyper-V servers and other sign-based tools (AutoCAD, Adobe Creative Suite), and setting up accounts and workstations for new and existing employees.

Some of my achievements include:

- Adding additional access control via Security Groups
- Optimizing Backups and creating a runbook for data-loss/security incidents
- Building an internal wiki for technical documentation, manuals, and IT policies.
- Performed a full inventory list of all assets and created guidelines on lifecycle management.

Bed Bath and Beyond

Merchandise Supervisor

September 2020-April 2021

Springfield, IL

With my great success engaging with customers, I was promoted to a keyholder Team Lead. During my time at Bed Bath and Beyond, I was responsible for ensuring the maintenance of merchandising standards in the hardlines area, developing and maintaining an effective schedule, and ensuring good customer service throughout the store.

Bed Bath and Beyond

Sales Team Member

June 2018 - September 2020

Springfield, IL

Babies "R" Us

Sales Team Member - Back of House Sales Supervisor

12/2016 - 5/2018

Springfield, IL

Education

University of Illinois

Computer Science

3.68 GPA

August 2021 - May 2023

Bachelor's

Lincoln Land Community College

Computer Science

3.67

August 2019 - May 2021

Associate's

Glenwood High School

General Studies

3.29 GPA

High School Education

Certifications

Fortinet Certified Associate Cybersecurity

April 2024

Fortinet Certified Fundamentals Cybersecurity

April 2024