

Cole Thoron

Tier 2 Support Specialist

📍 Raleigh, NC
🌐 <https://colethoron.com>

Summary

A 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, while also **resolving an average of 30 tickets weekly**. I am committed to **improving system performance through preventative maintenance, and ensuring user satisfaction** through efficient problem resolution.

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

Cloud Computing

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

Server Virtualization

VMWare, Nutanix, Hyper-V, ESXi, Proxmox

Linux

Docker, Ubuntu, Red Hat

Networking

Switching, Routing, Firewall, Sonicwall, Fortinet

Experience

Miles IT

Support Specialist

December 2023-Now

Remote

- Supported a vast quantity of technologies:
 - Specifically, virtualized and bare-metal servers, networking equipment, cloud computing, storage, and troubleshooting just about anything else
- I worked on problems that were intermittent and difficult to resolve
- I consistently received high happiness ratings from our customers
- I was well known on the team for being a team player and was well-rounded in all of our customer's infrastructures.

Ace Sign Company

Support Specialist/Systems Administrator

April 2021-December 2023

Springfield, IL

- Provided technical support to internal associates and external customers, traveling as needed
- Optimized Backups and created a runbook for data-loss/security incidents
- Built an internal wiki for technical documentation, manuals, and IT policies.
- Performed a full inventory list of all assets and created guidelines on lifecycle management.
- Provided initial training when onboarding associates

Bed Bath and Beyond

Merchandise Supervisor

September 2020-April 2021

Springfield, IL

- Provided initial training and continued coaching to associates
- Keyholder, entrusted with opening and closing duties of the store.
- Processed RTV's and assisted with truck unloading
- Ensured merchandising standards within the hardlines area

Bed Bath and Beyond

Sales Team Member

June 2018 - September 2020

Springfield, IL

Babies "R" Us

Sales Team Member - Back of House Sales Supervisor

December 2016 - May 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 GPA

August 2019 - May 2021

Associate's

Glenwood High School

General Studies

3.29 GPA

May 2019

High School Education

Certifications

Fortinet Certified Associate Cybersecurity

April 2024

Fortinet Certified Fundamentals Cybersecurity

April 2024

Microsoft Certified: Identity and Access Administrator Associate

June 2025