Cory Thomas
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Education

- **B.S. Cybersecurity** Old Dominion University GPA: 3.45
- Army ROTC Program Graduate
- **Active Secret** Security Clearance
- Top Secret Clearance – Pending
- **Current Army National Guard**
- Second Lieutenant National Guard Transportation
- Gloucester High School, Gloucester, VA
- Comptia Security+ Certification

Technical Skills:

- PKI infrastructure   Encryption emails   HTML   SQL
- Software troubleshooting   PKI infrastructure   Active Directory
- Windows 7   Windows 10   Command prompt troubleshooting.

Experience:

Perspecta Contractor (Apex) –NMCI Service Desk   **Apr 2020 – Currrent**

- Taking tier 1 level calls in support of the network   Handle incoming customer calls
- Gather information about the customer's problem   Create a ticket for all customer inquiries
- Perform troubleshooting and problem resolution   Communicate resolution to customer
- Perform problem resolution follow-up   Provide user administration support
- Active Directory user administration tools   Network drive mappings
- printer mappings   Provide application software support
- Navy legacy applications   Windows applications
- MS Office   Outlook
- Provide network support   General network trouble shooting
- Remote Access Services via VPN or Dial Up   Provide general trouble shooting
- PC hardware   Printers
- PDA such as Palms and Blackberry
- Provide status to pending trouble tickets in a timely fashion, per policy
- Review all open tickets on a regular basis and follow up
- Identify responsible group for problem resolution when necessary
- Escalate or transfer a problem to the next level when necessary
- Document and communicate steps taken in troubleshooting process
- Provide accurate information and documentation in the ticket

- Close all tickets when problem resolved satisfactorily
- Provide customer with ticket information and ticket number
- Provide customer with ticket status when requested
- Follow-up with customer when tickets are resolved in order to close ticket
- Maintain and improve knowledge of Service Desk procedures and tools

Army Logistic Officer   **Mar 2017 – Present**

- Assigned the tasks of processing shipments of materials and equipment like confirming of delivery as well as liaise with shipping vendors
- Handled the responsibilities of receiving goods, processing documentation, storing deliveries at warehouse, tracking as well as distributing materials
- Responsible for assisting Logistic professionals with load-out of items being shipped
- Assigned the tasks of maintaining proper record of inventory of items in warehouse and order as required
- Responsible for General shop maintenance and proper housekeeping
- Processed receipts of materials by using oracle system
- Responsible for making shipment arrangement as per customer's requirements
- Assigned the tasks of handling customer complaint and implementing corrective action
- Responsible for communicating with customers on daily requirement and orders
- Assisted Logistic Officer in identifying and selecting emergency supplies and equipment according to supply procedures and procurement specifications
- Prioritize items for dispatch as well as prepare distribution plans
- Performed any duties related to logistics and supply operations under the instructions of Logistics Officer
- Working knowledge of network, hardware, and application virtualization
- Troubleshooting SQL Server including performance issue
- Working on international projects in multicultural teams
- Manage users' permissions
- Operations and Maintenance Tier III Support for IT Infrastructure across multiple networks and security domains
- Detailed knowledge of Microsoft SQL Server technology and how to Administer, create, upgrade, maintain, STIG, and customize manually and using SQL Queries

REFERENCES Available upon Request