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| Thomas TraxlerLeesburg, Ga · 229-869-8185mail@thomastraxler.com Online Resume: www.thomastraxler.com |
| Dedicated IT Specialist transitioning to Cybersecurity/System Administration, with a strong foundation in hardware and software troubleshooting, automation, and disaster recovery. Proven ability to implement efficient solutions, adapt to new technologies, and contribute to critical IT projects. Committed to leveraging technical skills and problem-solving abilities to enhance the city's cybersecurity posture and overall IT infrastructure. Skilled in communication, team collaboration, and delivering results in high-pressure environments. |

# Recent Key Achievements

* **Served as a vital member of a 5-person disaster recovery team, contributing diverse technical skills to ensure business continuity and data protection.**
* **Implemented automation solutions, saving hundreds of man-hours and significantly improving operational efficiency in current IT Specialist role.**
* **Diagnosed and corrected GPS issues on Mobile Computer Terminals (MCT) across various city departments, improving operational efficiency and accuracy of location-based services.**

# Experience

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| DEC. 2023 – presentit specialist, CITY OF ALBANY* Resolve hardware, software, and communication issues for staff and users, both remotely and in-person.
* Analyzed customer technical requirements, upgraded systems, and performed installations and major repairs with Dell hardware expertise; diagnosed equipment malfunctions, maintained records, and managed vendor communications regarding technical issues.
* Attended training sessions to stay updated with new technologies and participate in meetings with vendors to discuss software solutions.

JuN. 2021 – dec. 2023computer repair technician, realm technologies* Troubleshoot, diagnose and repair hardware of Dell/HP/Lenovo laptops, desktops, netbooks, tablets, that are covered under warranty.

Feb. 2020 – Jun. 2021Web developer, freelance* Design and manage websites, ranging from minor projects to full rebuilds.

JAN. 2017 – OCT. 2019Technical support / Wholesale manager, Good Life vapor* Led the wholesale team, coordinating efforts and streamlining processes.
* Installed, set up, and repaired software and technology across three locations and a warehouse, including computers, checkout tablets, and camera systems.
* Oversaw website management, enhancing user accessibility and navigation for order placement.

Oct. 2007 – oct. 2010Termite Inspector, Adams exterminator* Inspected structures for termite activity, examined crawlspaces and slab foundations, and treated infestations based on property assessments.

DEC. 2006 – OCT. 2007Receptionist, Jeanie Tuppers Law office* Managed front office operations, greeting clients and handling all incoming calls with message coordination for attorneys.
* Prepared legal documents and scheduled appointments.
* Maintained office equipment and performed general receptionist duties.
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# EDUCATION

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| 2022 – 2023 Associates OF applied science in cybersecurity, ALBANY technical college2014 – 2016BACHELOR OF SCIENCE IN MIDDLE GRADES EDUCATION, ALBANY STATE UNIVERSITY2011 – 2013ASSOCIATES OF SCIENCE, DARTON STATE COLLEGE |

# Certifications

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| PRESENT – 20162021 **DELL CERTIFIED TECHNICIAN**2021 **HP CERTIFIED TECHNICIAN**2021 **LENOVO CERTIFIED TECHNICIAN**2016 **GEORGIA ASSESSMENTS for the CERTIFICATION OF EDUCATORS (GACE)** |

# Skills

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| Technical Skills**• Computer Repair and Diagnostics** **• Windows Administration** **• PowerShell Scripting** **• General Automation** **• Web Technologies (HTML/CSS, Web Design)** **• Network Troubleshooting** **• Hardware and Software Diagnostics** **• Virtualization Technologies**Administrative Skills**• Project Management** **• Documentation** **• Research and Analysis** **• Typing (90+ WPM)** | Soft Skills**• Communication** **• Problem-solving** **• Team Collaboration** **• Adaptability** **• Customer Service** **• Interpersonal Skills**Additional Relevant Skills**• Cybersecurity Fundamentals** **• IT Security Best Practices** **• System Administration** **• Data Backup and Recovery** **• Disaster Recovery** **• User Training and Support** |  |