

Thomas Konstin McCue

A results-driven IT Support Technician with a proven track record of efficiently managing high-volume technical support tickets and delivering impactful IT solutions. Proficient in diagnosing and resolving complex issues across Windows, macOS, and mobile platforms, with hands-on experience in network administration, printer troubleshooting and application support. Adept at collaborating within teams and translating technical concepts into user-friendly solutions, ensuring exceptional service delivery. Eager to leverage technical expertise and a user-centered approach to problem-solving, ensuring seamless IT support and enhancing operational efficiency.

TECHNICAL OPERATIONS & IT SUPPORT EXPERIENCE

COMMPRISE/TECH TO US – IT Support Technician

October 2024 - Present

- Manage an average of 200+ tickets per month with an 80% first-call resolution rate, efficiently diagnosing and resolving user issues, including network, email, printer, and application troubleshooting.
- Utilized LogMeIn Rescue to troubleshoot and resolve user issues, including email, network, printer, and security problems across Windows, macOS, and mobile platforms.
- Install, configured, and managed Malwarebytes Threatdown Endpoint Manager to monitor business endpoints, proactively identifying and mitigating potential security threats.
- Provide network support for marinas across the United States via Beacon WiFi, a subsidiary of Commprise, using UniFi network systems to diagnose and resolve connectivity issues.
- Maintain detailed and accurate records of troubleshooting steps, solutions, and client communications using SugarCRM, ensuring efficient documentation and seamless issue resolution.
- Deliver printer hardware and software troubleshooting to resolve connectivity and operational issues, ensuring consistent functionality.

TEKSYSTEMS – IT FIELD SERVICE TECHNICIAN & TECHOPS

January 2024 – October 2024

- Conducted PXE boot imaging and remote software installations to streamline system deployments across multiple departments.
- Managed software bundles and installations remotely, successfully pushing updates, and installing applications.
- Optimized IT workflows by leveraging QuickBase and ZenWorks, significantly reducing data retrieval times and streamlining software distribution and endpoint management for more effective troubleshooting and support.
- Assisted end users with clear communication and guidance to identify, troubleshoot, and resolve technical problems, ensuring a positive user experience.
- Performed Q&A across multiple departments, including pharmacy, specialty areas, administration, and clinical settings, to ensure systems met specific operational standards and requirements.
- Leveraged ServiceNow to track, manage, and resolve IT service tickets, ensuring detailed documentation and timely resolutions.
- Traveled to multiple hospital sites to provide on-site IT support, including hardware installations, network troubleshooting, and software updates, ensuring minimal disruption to critical healthcare operations.

HACK THE BOX: WINDOWS ACTIVE DIRECTORY LAB

- Managed user accounts and organizational units within Active Directory, ensuring appropriate access controls.

- Applied Group Policy Objects to configure operating systems, applications, and user settings, enhancing domain security.

NETWORKING ADMINISTRATION

- Configured and managed a router using pfSense to implement advanced firewall settings, static IP assignments, and custom DHCP configurations, ensuring secure and efficient network performance across connected devices.
- Implemented VLANs to segregate network traffic, reducing the attack surface and enhancing interVLAN communication security with tailored firewall rules.

LEADERSHIP & SERVICE EXPERIENCE

Sever Trainer, Sparrow

October 2022 – March 2024

- Trained new employees on Point-of-Sales systems, focusing on efficient order entry, payment processing, and basic troubleshooting to ensure seamless navigation and maintain consistent service delivery.
- Provided tailored guest experiences, honing skills in understanding and addressing diverse customer needs, a skill transferable to resolving technical issues for end users

EDUCATION

Manchester Community College

Manchester, CT

Pursued associate degree in music studies, September 2011 - January 2013

Wethersfield High School

Wethersfield, CT

High School Diploma, September 2006 – May 2010

PROFESSIONAL DEVELOPMENT

COMPTIA A+ 220-1101 220-1102 CERTIFICATION

COMPTIA NETWORK+ CERTIFICATION (EXPECTED COMPLETION JUNE 2025)

HACK THE BOX COURSES & LABS:

- *NETWORK ENUMERATION WITH NMAP*
- *INTRODUCTION TO NETWORK TRAFFIC ANALYSIS*
- *VULNERABILITY ASSESSMENT*
- *WEB REQUESTS*

REFERENCES

Edward Norton – Systems Technology Analyst – Trinity Health of New England (860) 304-7977

Larry Enilari - Lead IT Technician - TEKsystems (478) 578-7970

Jeani Prater - Lead IT Technician - TEKsystems (606) 706-3584