

[E-mail](#)

[Website](#)

Thomas Wilson

Profile

I am an IT Professional with a proven track record for delivering quality service and providing a great sense of ease with my quick-witted, user-friendly personality. I've been told by multiple co-workers that my expertise and general demeanor are top-notch and that if I cannot resolve their issue than most likely no one can!

Experience

SENIOR SOFTWARE ENGINEER, INFORMATION PROTECTION SOLUTIONS; REMOTE (40HRS/WK) – 08/2024-PRESENT

Ensure effective daily operations of company's virtualized Linux systems in production, test and development environments; resolve help center tickets, performance and functional issues pertaining to Linux, middleware tier (primarily JBoss) and VMWare. Be responsible for monitoring, alerting and reporting issues pertaining to Linux, Middleware and VMWare. Administer, install, upgrade, patch, migrate and maintain CentOS, RHEL, JBoss and VMWare. Create and enhance webpages using the following languages: BASH, CSS, HTML, JavaScript, and PHP. Automate/Enhance platform services using Ansible, Cloud Formation, Terraform, Jenkins and other DevOps tools. Enhance and automate deployment and configuration management using latest technologies. Collaborate with infrastructure teams, application development teams, testing and release teams to build out new environments and improve systems and processes wherever possible. Provide on-call, 24x7 support, for production systems. Implement corrective procedures to resolve issues and minimize unplanned system outages. Maintain and test replication, backup and recovery procedures to insure system recoverability including disaster recovery. Clearly document processes and results. Remain abreast of industry trends and new developments to maintain leading edge. [1](#), [2](#), [3](#), [4](#)

SENIOR SYSTEMS ADMINISTRATOR, MANTECH; REMOTE (40HRS/WK) – 01/2023-PRESENT

Ensure effective daily operations of company's virtualized Linux systems in production, test and development environments; resolve help center tickets, performance and functional issues pertaining to Linux, middleware tier (primarily JBoss) and VMWare. Be responsible for monitoring, alerting and reporting issues pertaining to Linux, Middleware and VMWare. Administer, install, upgrade, patch, migrate and maintain RHEL, JBoss and VMWare. Enhance/automate platform services using Ansible, Cloud Formation, Terraform, Jenkins and

other DevOps tools. Enhance and automate deployment and configuration management using latest technologies. Collaborate with infrastructure teams, application development teams, testing and release teams to build out new environments and improve systems and processes wherever possible. Provide on-call, 24x7 support, for production systems. Implement corrective procedures to resolve issues and minimize unplanned system outages. Maintain and test replication, backup and recovery procedures to insure system recoverability including disaster recovery. Clearly document processes and results. Remain abreast of industry trends and new developments to maintain leading edge. [1, 2, 3, 4](#)

TECHNICAL PROJECT MANAGER, M&S CONSULTING; REMOTE (40 HRS/WK) – 11/2022-12/2022

Perform work with industry-standard IaC tooling such as CloudFormation or Terraform. Designing, building, and troubleshooting load-balanced, auto-scaling applications on AWS. Implementing logging, monitoring, and alerting on AWS. Understanding of networking concepts on AWS and available solutions for connecting and managing traffic between cloud provider networks and between VPCs and on-premises networks. General understanding of common industry compliance standards and AWS tools/services used to monitor and reach those standards. Utilization of scripting languages (Bash, Powershell, Python, etc.) and the ability to understand application code, as necessary. General understanding of source control methodologies and branching model. [1, 2, 3, 4](#)

SYSTEM APPLICATION ADMINISTRATOR, AGILE 5 TECHNOLOGIES; FAIRMONT, WV (40 HRS/WK) – 02/2019-PRESENT

Administer, investigate, monitor, and regulate software for discrepancy and/or usage data analysis. Translate business requirements and use cases from Government Product Owner into functional micro-services, utilizing JIRA to implement Agile methodologies. Work with small sub-team to develop and enhance system utilizing Docker, Harbor, Kubernetes, and combining talents within different groups to accomplish desired results. Create testing applications, utilizing Java and Python, to test software functionality. Extensive use of cloud architecture, integration, migration, and delivery of data and security, in a variety of environments, including but not limited to: Amazon Linux, CentOS, Fedora, Microsoft, RHEL, and Ubuntu. Perform integration, stress, and regression (end-to-end) testing on micro-services to ensure service reliability, efficiency, and integrity. Keep up-to-date with cloud applications and distributed software, whether this entails certification and/or common knowledge. [1, 2, 3, 4](#)

NETWORK PRINTING COORDINATOR, WVU; MORGANTOWN, WV (40 HRS/WK) – 03/2017-07/2019

Develop, improve and integrate software, processes, workflows and systems necessary to support Managed Printing operations. Supervise, train and manage staff. Successfully proposed and implemented Interface Control Documents for the program to use to increase efficiency amongst sub-teams developing communicating micro-services, decreasing integration and maintenance efforts. Perform network infrastructure configuration and setup, which could vary greatly depending on the location. Digest information from numerous sources utilizing Java, for most, and creating a master database for upper management to overview unified data sets. Create, edit, and present reports to management, including but not limited to: charts, graphs, tables, and detailed information pertaining to equipment, network, and staff. [1, 2, 3, 4](#)

ASSOCIATE OPERATIONAL INFORMATICS, MYLAN; MORGANTOWN, WV (40 HRS/WK) – 06/2016-03/2017

Create, design, implement, and maintain Regulatory Affair database across many devices, such as but not limited to: computer, phone, and tablet. Create Python scripts to automate regression testing, assist with integration testing, and as a tool for managing PostgreSQL databases by creating various queries of different tables. Resolved dependency issues by developing and deploying scripts to locate, digest, and display appropriate data within DataTables. Extensively utilizing Java, for digestion and forwarding of data to appropriate DataTable, depending on numerous identifiers. Prepared presentations and reports for management to review pertaining information. Gathered, evaluated, and compiled a variety of analytical data and information to report progress, explain problems discerned with the data, and provided recommendations for solutions. [1, 2, 3, 4](#)

COMPUTER TECHNICIAN, LANTEK; MORGANTOWN, WV (40 HRS/WK) – 04/2015-06/2016

Assist users with technical support pertaining to computers, phones, printers, tablets, and other electronic devices. This may include but is not limited to hardware and/or software. Assist users with programmatic support, which may differ depending on department, and may entail multiple departments and/or locations. Assist departments with inspection of data sources and provide support for future updating with the help of C++, Java, Microsoft Basic, and Python, depending on situation, within Microsoft and Microsoft Servers. Perform updates to OS and verify security protocols with corresponding teams. Provide feedback, assist coworkers as SME, and serve as Team Lead. Create, edit, and remove ServiceNow content and distribute workload of tickets, as per team preference and demand. [1, 2, 3, 4](#)

IT HELP DESK TECHNICIAN, GABRIEL BROTHERS; MORGANTOWN, WV (40 HRS/WK) – 03/2014-04/2015

[E-mail](#)

[Website](#)

Assist users with technical support pertaining to computers, phones, printers, tablets, and other electronic devices. This may include but is not limited to hardware and/or software. Prepare Cat-5 cable for installation of new hardware and create and/or edit scripts to resolve issues with numerous parts of POS transaction. Digest old data models, which may use Java, Python, Ruby, and/or Visual Basic, for consistent data forwarding to headquarters. Train new technicians and create documentation for upper management pertaining to technician training and workflow. ^{1, 2, 3, 4}

**ASSISTANT SERVICE MANAGER, WATERFRONT JEEP; MORGANTOWN, WV (50 HRS/WK) –
08/2013-03/2014**

Assist customers with service options pertaining to their specific vehicle needs. Assist in diagnosing vehicle issues, when requested by Service Manager. Maintain a clean working area. Assist co-workers with electronic related issues and performed updates accordingly. Perform management duties for Service Technicians and Courtesy Drivers, especially concerning division of workflow and work locations. ^{1, 4}

**CUSTOMER SERVICE REPRESENTATIVE II, TELETECH; MORGANTOWN, WV (40 HRS/WK) –
11/2011-02/2013**

Assist customers with banking needs, provide peer coaching for designated teams, and provide feedback to Management on personnel performance. Provide assistance with computer, device, and network connections. ^{1, 4}

Education

Western Governors University, Online – Bachelors in Information Technology, 2026

Skills

Experience with numerous computer operating systems, including but not limited to: Linux, Mac OS, and Windows ¹

Experience with numerous mobile operating systems, including but not limited to: Android, iOS, and Windows ²

Experience with numerous program languages, including but not limited to: Bash, C, C#, C++, CSS, Django, HTML, Java, JavaScript, MySQL, Python, and Visual Basic ³

Experience with Apple Office Suite, Open Office Suite, and Windows Office Suite ⁴