

Thomas Simon - Senior NOC Engineer

La Paz, Bolivia – +591 681 52 999 – contact@tsimon.me – [LinkedIn](#) – [Website](#) – [GitHub](#)

Associate of Science - Telecommunications Technology and Computer Networks (2007)

Liongard Certified Partner · Acronis Cloud Tech and Cloud Sales Certified Professional (2024)

Fluent English · Native French · Intermediate Spanish

NOC Engineer, TeamLogic IT North Bay of San Francisco, Full Remote, 2019 – 2026 – 7yrs

NOC / Centralized Services Management (CSM) engineer. Proactively plan, oversee, coordinate, track and run automated alerting, monitoring and documentation systems. Implement and maintain integrations. Consolidate, reconcile and correlate line of business data to use with reporting, forecasting and billing tools.

Oversee the delivery and efficiency of internal tools and applications provided for internal uses and for delivering client services. Monitor the performance and capacity of clients' infrastructure, troubleshooting problems, and responding to network issues. Design, implement and maintain storage and business continuity solutions in virtualized and cloud IT infrastructures.

Skills: Microsoft 365 · Azure · SharePoint · Hyper-V · VMware · SAN · NAS · Windows server · Active Directory · DNS · DHCP · Fortinet · SonicWall · BCDR · DRaaS · Monitoring · Automation · Kaseya · Ninja One · Datto · Veeam · Acronis · Backup Radar · Liongard · IT Glue · Autotask PSA · Gradient · Scalepad

Freelance IT Support Specialist, Hybrid / Remote, 2017 – 2019 – 2yrs

VDI, Cloud and general IT support services provided locally to small businesses, co-working spaces, digital nomads and remotely on freelancing platforms. Upwork, Freelancers etc.

Skills: Microsoft Azure · Office 365 · Amazon Web Services · Google Workspace · VMware · Windows · Apple

System Administrator, Orange Telecom Inc., France 2017 – 7mos

Administration, monitoring and exploitation of production web and applications servers' clusters. Maintenance and support of the group's world-wide SSO web platform. Linux, HTTP, SSL and network troubleshooting. Applications' integration support to executives and key stakeholders.

Skills: VMware · Red Hat Enterprise Linux · Apache · Nginx · Tomcat · Windows Server · Active Directory

System Administrator, Foundation St Vincent de Paul, France, 2015 – 2016 – 9mos

IT consultant to a private healthcare group providing IT support and assets management services. Hardware and software deployments. Storage and backup management. Administration of VMware clusters, Active Directory domains, applications and databases servers, Linux, Synology and Windows file servers, WAN and LAN networks.

Skills: Active Directory · Windows Server · Veeam · Linux · VMware vSphere · Cisco · Fortinet

System Administrator, Ortho-Clinical Diagnostics, France, 2015 – 8mos

Technical Documentation Manager and UNIX Systems Administrator.

Skills: Oracle Database · Unix · HP/UX · Server Administration · SharePoint

IT Asset Manager, Steelcase Inc., France, 2008 – 2012 – 4yrs 10mos

Responsible for IT physical and digital assets in the EMEA region, life cycle management, deployments, monitoring, auditing, compliance and total cost of ownership.

Designed and overseen hardware and software inventories, annual workstations replacement campaigns in Europe and EMEA, with hardware return rates over 95%.

Ensured annual 95% compliance for Microsoft, Adobe and Autodesk licensing contracts.

Implemented LEAN and Kanban technicians' workflows, weekly KPI, created IT assets management, compliance and billing policies. In charge of IT procurements and exportations.

Skills: Office 365 · Project Management · Auditing · Billing · Active Directory · SharePoint · Symantec

Network Technician, Caisse d'Épargne Bank, France, 2008 – 3mos

Banking systems and networks monitoring, troubleshooting, remote maintenance and support.

Skills: Technical Support · Windows Server · Network Administration · Active Directory · Printing

Network Technician, Ready Business Systems, France, 2007 – 1yr

Deployments of network security appliances: Fortinet FortiGate, Cisco PIX, ASA firewalls, emails and Internet content filtering solutions for small businesses.

Skills: Windows Server · Active Directory · Network · Fortinet · Cisco · VMware · Barracuda Networks

Computer Technician, NGO Group Humanis France, 2006 – 6mos

Hardware integration, system installation and configuration of end user Linux multimedia and productivity workstations.

Skills: Technical Support · Hardware Integration · Debian · Linux · Unix · Printing · Networking

Associate of Science - Telecommunications Technology and Computer Networks, CNAM France, 2006 – 2007 – 18mos

Soft Skills: organization, collaboration, communication, time management and tracking, autonomous, rigorous, ITIL knowledge, project management, technical advisory, onboarding, assessments and audits, budgeting, knowledge in cross and up-sales.

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