

THOMAS A. LIND

513-658-8994

Tom_lind@outlook.com

www.linkedin.com/in/thomas-lind

Customer service focused, **Technical Support Analyst** highly adept in systems analysis, diagnostics and troubleshooting; exhibits excellent organizational and problem solving skills. Outstanding communication; ability to effectively convey complex technical information to audiences of all levels.

CORE COMPETENCIES

Active Directory	Windows 7/Windows 10	Remote Access Software
WordPress	IOS Devices	Linux Desktop - Mint /Ubuntu
Cloud Storage	Office 365	Libre Office

EXPERIENCE

Greater Cincinnati Police Museum - Cincinnati, OH 2016 - Present
IT Consultant

- Designed, develop, and manage museum website using WordPress
- Provide email accounts and train volunteers in its use
- Conduct research on fallen officers for inclusion in museum website

Charter Communications - Blue Ash, Ohio 2017 - 2017

- Tier 3 Phone Support
- Troubleshoot, diagnose, resolve problems with internet modems and VOIP phone

The Federal Home Loan Bank of Cincinnati - Cincinnati, Oh November 2016

- Two-week long Document Imaging Project

Cincinnati Police Department - Cincinnati, OH 1971 - 2014
Senior Computer Programmer Analyst

- Designed and implemented the Cincinnati Police Department's LAN/WAN
- Trained personnel in the use of the Mobile Data Terminals, one on one PC training, and formal classroom training of over 600 Police Department employees
- Sat on the steering committee for the county-wide Local Law Enforcement (LLE) computerization project and the Cincinnati Police Division World Wide Web Process Improvement Team
- Acted as a representative for the former Police chief on the City of Cincinnati MIS committee
- Developed, documented and revised system design procedures, test procedures, and quality standards
- Evaluated and recommended hardware and software; network design, planning, and implementation; system installation
- Configured security settings or access permissions for groups or individuals with Active Directory/EDirectory
- Performed data backups and disaster recovery operations

- POLICE SERGEANT - 1991 TO 1996
- POLICE SPECIALIST - 1981 TO 1991
- POLICE OFFICER - 1973 TO 1981
- CLERK TYPIST - 1971 TO 1973

MILITARY SERVICE

- Honorably discharged US Navy Veteran
- 2nd Class Petty Officer (E-5)
- Eight years active duty
- Communications Technician (CT)
- Radioman (RM)

Certifications:

- Certified Netware Engineer (CNE) in Netware 3.51 through 6.5
- Certified Netware Administrator (CNA) in Netware 3.51 through 6.5
- Currently working towards A+ Certification

References: Available upon request