

Thomas N. Thibodeau

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PROFESSIONAL SUMMARY

Certified Technical Writer with a strong background in IT and nearly ten years of experience in technical communication and composition. Employs a resourceful and innovative approach to crafting technical and versatile documentation and communication with clarity and ease, and possesses a sincere drive to constantly learn.

EDUCATION

Bachelor of the Arts – English

University of Massachusetts, Amherst

2010

CERTIFICATIONS & TRAINING

Technical Writing Certification

Ed2Go Online

2020

WORK EXPERIENCE

Technical Writer

February 2021 - Present

Revacomm

- Conduct and manage interviews with SMEs, approvers, and stakeholders to gather documentation requirements;
- Build and manage new client-facing Coda documentation repository for large Federal Government client;
- Review and manage internal documentation housed in Coda, Confluence, and other documentation repositories;
- Research and test technical solutions and processes to improve and streamline various documentation environments;
- Serve as technical liaison between Technical Writing team, stakeholders, and approvers;
- Manage change management requests for documentation from both internal users and external stakeholders;
- Author, edit, and maintain various adhoc marketing materials, including job descriptions and newsletters;

Senior IT Support Engineer
InfraNet Solutions

March 2021 - February 2021

- Authored, edited, and maintained internal Confluence knowledge-base of software/system instruction sets, product documentation, and other texts;
- Conducted and managed interviews with internal staff and clients to gather documentation and training requirements;
- Lead virtual and in-person Microsoft 365/Windows 10 functionality training sessions for non-profit clientele;
- Built and maintained training documentation and video library for non-profit clientele;
- Worked closely and collaborated with management to re-define and improve internal knowledge base and user documentation, processes, and instructions;
- Managed/assigned and resolved all Tier I-III Help Desk inquiries;
- Managed internal process improvement, including but not limited to automation, communication, and onboarding;
- Mentored and assisted team members and served as both an escalation-point and technical resource for operations;
- Created, edited, and maintained Microsoft 365 user accounts, groups, Sharepoint sites, Teams groups, and related resources.

IT Systems Administrator
City of Austin

July 2014 - December 2019

- Managed Windows/Apple mobile devices via Apple Business Manager, Airwatch, Microsoft SCCM;
- Authored, edited and maintained internal Wiki/Knowledge Base of software and system instructions, specifications, troubleshooting documentation, FAQs and related materials;
- Built and managed Trend Micro Officescan Console, including approximately 1,200 endpoints;
- Planned, managed, and maintained internal IT infrastructure, print servers, and related systems, utility-wide, including PrinterLogic and Centroware;
- Conveyed and trained highly-complex technical concepts to end-users and members of the IT department, vendor, and user-communities as IT SPOC;
- Assisted in planning, designing, procuring, and delivery of software and hardware purchases;
- Installed and maintained applications, operation systems and equipment, to include upgrading, researching, testing, and implementing new technology.

IT Support Analyst
City of Austin

October 2012 – July 2014

- Reimaged PCs using Norton Ghost and Universal Imaging Utility;
- Managed voicemail passwords via Avaya web application;
- Managed Active Directory accounts and passwords;
- Authored, edited and maintained user-facing documentation on ITS Wiki and FAQ;
- Provided excellent and versatile customer service and support to end users on a variety of technical requests;
- Identified, researched, resolved, or escalated technical problems, as needed;

- Installed, configured, maintained, and replaced desktop and laptop hardware/software.

Administrative Specialist

February 2012 – October 2012

City of Austin

- Supervised crew members and assigned tasks related to filing/sorting;
- Created and maintained instructional documentation for administration staff;
- Authored new material to file records, and created new records as necessary;
- Eliminated outdated or unnecessary materials, and was responsible for destruction or transfer to inactive storage according to COA guidelines and requirements;
- Modified, improved, and/or created filing systems;
- Created and maintained a timekeeping spreadsheet, utilizing *Microsoft Excel* formula and software.

Match Support Specialist

September 2010 – October 2011

Big Brothers Big Sisters of Central Texas

- Managed scheduling for in-person, telephone, and electronic contact/communication;
- Documented and monitored all elements of match support and supervision;
- Assessed individual training needs, information, and support needs for each match participant;
- Developed strategic and resourceful interventions to identify and strengthen match relationships as required;
- Developed, marketed, and presented match activities to offer volunteers and children a variety of growth opportunities;
- Conducted exit interviews with all parties at match closure;

TECHNICAL SKILLS

Demonstrated experience and ability with: Confluence, Coda, G-Suite, Microsoft 365 (Word, Excel, Powerpoint, Visio), Windows 10/Server, Active Directory, Group Policy, Powershell, Airwatch, Intune, SCCM, Windows Imaging Processes (Ghost, WCD, UIU), Vsphere, ESXI, WinPE, PXE, DHCP, DNS, Datto, Splashtop, Autotask, ServiceNow, StorageCraft, Meraki, Xerox, HP, Ricoh, Centaware, Trend Officescan, Netmotion, VPN, VoIP (RingCentral, Avaya).

References Available Upon Request