

THOMAS BORMAN

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SUMMARY

Entry-level IT Support Specialist / Help Desk Technician / Desktop Support Technician with hands-on, paid experience providing remote technical support, troubleshooting, and customer service. Three months of experience resolving internet, email, television, and phone service issues for residential and small-business customers across DSL, cable, fiber, fixed wireless, and satellite internet connections. Five-plus years of professional experience in customer-facing, fast-paced roles requiring accuracy, reliability, and independent problem-solving. Additional self-directed experience in server administration, network configuration, and software development. Based in Cedar Rapids, Iowa. Available for remote work.

SKILLS

Technical Support, IT Support, Help Desk Support, Desktop Support, Remote Technical Support, Customer Service, Customer Support, Troubleshooting, Issue Triage, Ticketing Systems, Help Desk Ticketing, Escalation Procedures, Technical Documentation, Knowledge Base Documentation

Internet Service Provider (ISP) Support, DSL, Cable Internet, Fiber Internet, Fixed Wireless Internet, Satellite Internet, Network Troubleshooting, Network Configuration, Router Configuration, Modem Configuration, Connectivity Troubleshooting, TCP/IP, DNS, DHCP, NAT, Port Forwarding, VPN, Firewall Basics, Cloudflare DNS Management

Windows 10, Windows 11, Windows Operating System Troubleshooting, Linux, Ubuntu, Command Line Interface, Remote Desktop Support, Screen Sharing Software, Email Configuration, Email Client Support, Device Setup, Hardware Troubleshooting, Software Installation, Software Troubleshooting

Python, JavaScript, C#, Application Programming Interfaces (APIs), Webhooks, JSON, Git, Version Control, Server Administration, Server Maintenance, Log Review, Automation Scripting

Communication Skills, Customer Communication, Problem Solving, Independent Work, Reliability, Attention to Detail, Time Management, Fast-Paced Environment, Multitasking

PROFESSIONAL EXPERIENCE

Remote ISP Helpdesk Support Specialist — NRTC, Remote

June 2026 – September 2026

- Provided remote technical support by phone to customers of multiple Internet Service Providers (ISPs), troubleshooting internet, email, television, and phone service issues.
- Supported customers using DSL, cable, fiber, fixed wireless, and satellite internet connections.
- Assisted customers with network setup, device configuration, and email client configuration across a wide range of equipment and service providers.
- Handled a high volume of inbound support calls, diagnosing and resolving technical issues under time pressure while maintaining clear customer communication.

Damage Prevention Specialist — Vannguard Utility Partners, Cedar Rapids, IA

April 2026 – June 2026

- Located and marked underground gas, electric, and fiber optic utility lines to prevent damage to critical infrastructure.
- Worked independently in the field, maintaining high accuracy, safety awareness, and clear communication with crews.

Courier / Route Specialist — Semper Fi Express (DHL), Cedar Rapids, IA

October 2020 – October 2025

- Operated time-sensitive delivery routes with 30 to 40 or more daily stops, and up to 170 or more stops during peak season, while maintaining accurate delivery records.
- Recognized as a reliable, go-to driver for complex or unfamiliar routes, demonstrating adaptability and independent problem-solving under pressure.

Hardlines Sales Associate / Security / Self-Checkout Operations — Walmart, Cedar Rapids, IA

July 2017 – October 2020

- Provided customer service and support across multiple retail departments, including self-checkout operations, security, and hardlines.
- Handled sensitive, procedure-driven transactions accurately, often while working with limited staffing.

PERSONAL TECHNICAL PROJECTS

- Homelab Server Administration (2020 – Present): Configured and maintained personal Windows and Linux servers, including DNS records, Cloudflare DNS management, remote access, and network troubleshooting.
- Discord Bot Development: Built a Discord bot in Python/JavaScript to remotely start, stop, and monitor game servers, reducing manual errors.
- RCON Console Development: Built a graphical RCON console application for sending remote administrative commands to game servers.
- Ticket Tracking Tool: Built a custom issue-tracking and reporting tool for online community staff.

EDUCATION

Jefferson High School — High School Diploma, Cedar Rapids, IA (2014 – 2018)

CERTIFICATIONS AND LICENSES

Valid Driver's License

DOT Physical Certification

Forklift Certification