

THOMAS BORMAN

Cedar Rapids, IA | (319) 774-9924 (text preferred) | tjborman@gmail.com | thomas.scale-hammer.com | Open to Remote U.S. Roles

Target: Entry-Level IT Support • Help Desk • Desktop Support

PROFESSIONAL SUMMARY

Paid, hands-on remote helpdesk agent — three months resolving internet, email, TV, and phone issues for real customers over DSL, cable, fiber, wireless, and satellite connections. Five-plus years of dependable, customer-facing work. Fast learner who explains tech clearly and works well without hand-holding.

CORE SKILLS

Remote helpdesk support • Internet troubleshooting (DSL, cable, fiber, wireless, satellite) • Email & device setup • Windows & Linux basics • Home networking (DNS, routers, VPN) • Customer communication • Documentation • Basic scripting (Python, JavaScript, C#)

PROFESSIONAL EXPERIENCE

Remote ISP Helpdesk Support Specialist — NRTC

June 2026 – September 2026

- Troubleshoot internet, email, TV, and phone issues by phone for customers on DSL, cable, fiber, wireless, and satellite connections.
- Supported customers of many different internet providers, switching between each one's systems and procedures throughout the day.
- Helped customers set up networks, configure devices, and fix email settings — for equipment I hadn't necessarily seen before.
- Handled a high volume of calls covering nearly every kind of home internet setup, staying calm and clear under time pressure.

Damage Prevention Specialist — Vanguard Utility Partners

April 2026 – June 2026

- Located and marked underground gas, electric, and fiber lines to keep crews and property safe — precise, independent field work.

Courier / Route Specialist — Semper Fi Express (DHL)

October 2020 – October 2025

- Ran time-sensitive delivery routes — 30–40+ stops daily, 170+ during peak season — with accurate records and on-time service.
- Became the go-to driver for tricky or unfamiliar routes, learning new areas fast and solving problems on the fly.

Hardlines Sales Associate / Security / Self-Checkout — Walmart

July 2017 – October 2020

- Supported customers across several departments, handling sensitive transactions accurately and calmly, often short-staffed.

SELF-DIRECTED TECHNICAL EXPERIENCE

Homelab, Server Administration & Community Support — Self-Directed

- Run and maintain my own Windows and Linux servers, handling DNS, remote access, and everyday troubleshooting.
- Built a Discord bot and a control panel so staff could safely start, stop, and monitor game servers remotely.
- Built simple tools to track and log issues, and wrote step-by-step guides so others could follow the same fixes.

EDUCATION

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

Other Licenses/Certifications: Valid Driver's License, DOT Physical Certification, Forklift Certification