

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

Extended resume — full work history and project detail included

PROFESSIONAL SUMMARY

IT support candidate with hands-on, paid remote helpdesk experience troubleshooting internet, email, TV, and phone service issues across DSL, cable, fiber, fixed wireless, and satellite connections for customers of multiple ISP clients. Combines that professional support experience with several years of self-directed technical work — homelab administration, Linux/Windows server management, DNS/hosting configuration, Discord bot and tool development, and custom support tooling. Brings 5+ years of reliability in fast-paced, customer-facing and field roles requiring accuracy, documentation, safety, and independent follow-through. Comfortable learning new systems quickly and explaining technical issues in plain language.

CORE SKILLS

Help Desk / Support: Remote phone & ticket-based troubleshooting, multi-vendor / multi-client support, issue triage and escalation, documentation, plain-language explanations for non-technical users, knowledge-base writing

ISP & Connectivity: DSL, cable, fiber, fixed wireless, and satellite internet troubleshooting; network setup and configuration; router / modem configuration; connectivity diagnostics; VPN

Email & Device Support: Email server / client settings and configuration, device setup and maintenance, TV and phone service troubleshooting

Systems: Windows 10/11 troubleshooting, macOS support fundamentals, basic Linux (Ubuntu / Pop!_OS), command line basics, remote desktop / screen share

Accounts & Access: Permissions concepts, user / account troubleshooting, Microsoft 365 and Active Directory fundamentals, password-reset workflows

Networking Fundamentals: TCP/IP basics, DNS, DHCP, NAT / port forwarding, ports, router configuration, Cloudflare DNS management

Tools & Automation: Python, JavaScript, C#, APIs / webhooks, JSON, Git basics, Discord administration tools, log review

Field & Logistics: Route planning and logistics, DOT-certified driving, forklift operation, safety-compliance procedures

PROFESSIONAL EXPERIENCE

Remote ISP Helpdesk Support Specialist — NRTC

June 2026 – September 2026

- Provided remote technical support to customers of multiple member ISPs nationwide, troubleshooting internet, email, TV, and phone service issues across DSL, cable, fiber, fixed wireless, and satellite connections.
- Assisted customers with network setup and configuration, device maintenance, and email server / client settings across a wide range of service types and equipment.
- Represented member ISPs directly as their outsourced customer support team, adapting quickly to each member's specific requirements, branding, and technical environment.
- Handled a broad, high-volume support queue spanning nearly every technology a residential or small-business ISP customer might use, requiring fast diagnosis and clear communication under time pressure.

Damage Prevention Specialist — Vannguard Utility Partners

April 2026 – June 2026

- Accurately identified, located, and marked gas, electric, and fiber utilities to prevent damage to life, property, and critical infrastructure.
- Worked independently in the field while maintaining high reliability, safety awareness, procedural accuracy, and clear communication.
- Applied careful troubleshooting and attention to detail when interpreting utility routes, site conditions, and locate requirements.

Courier / Route Specialist — Semper Fi Express (DHL)

October 2020 – October 2025

- Operated multiple delivery routes, including a regular route between Dubuque and Cedar Rapids handling approximately 30–40 stops per day, sometimes more depending on load.
- Drove an air-brake straight truck route from Cedar Rapids to the Quad Cities under DOT certification to cross state lines.
- Ran all but two routes at the station, including the heaviest route with up to 170+ stops during peak seasons.
- Regularly worked 8–14 hour shifts while maintaining on-time delivery performance, safe driving, and accurate manifests.
- Built a reputation as a flexible, go-to driver for complex or unfamiliar routes, demonstrating adaptability and quick learning.
- Maintained professional communication with customers, dispatch, and station staff while resolving route changes, timing issues, and delivery exceptions.

Hardlines Sales Associate / Security / Self-Checkout Operations — Walmart *July 2017 – October 2020*

- Progressed through multiple roles: Self-Checkout Operations (SCO), Security, then Hardlines.
- Supported customers across multiple departments, including self-checkout operations, security, hardlines, and the paint counter.
- Frequently supported Sporting Goods, including running background checks and processing licenses for firearm sales, requiring strict attention to detail and adherence to procedure.
- Handled sensitive, procedure-driven transactions requiring accuracy, calm communication, and conflict resolution.
- Often managed department needs with limited staffing, balancing customer support, organization, stocking, and issue resolution.

Delivery Driver / Kitchen Helper — NPC International (Pizza Hut) *2020*

- Delivered orders while providing friendly customer service, accurate payments, and route planning under time pressure.
- Assisted in the kitchen during slower periods, supporting food prep, cleaning, and general operations.
- Balanced multiple tasks and priorities while working as part of a small team.

Freelance Designer — Oxidizing Crystals (Remote) *2019 – 2020*

- Collaborated remotely with a small game-development team, communicating requirements, documenting ideas, and iterating based on feedback.
- Contributed to the design and development of a digital world for an upcoming video game.
- Generated ideas and documented next steps for the team to continue progress after the contract ended.

Sound Stage Volunteer — Church Youth Group *2014 – 2016*

- Patched and routed cabling to audio equipment and mixers, including cable runs through access areas and multiple floors.
- Diagnosed audio and network connection issues under time pressure to keep live systems running during events, often working around aging technology.

PERSONAL TECHNICAL PROJECTS

Homelab, Server Administration & Community Support — *Self-Directed, 2020 – Present*

- Configured and maintained hosted services across Windows and Linux environments, including DNS records, Cloudflare, NAT / port forwarding, remote access, log review, and service restarts.
- Troubleshoot server access, connectivity, performance, and account / permission issues for online community members and staff, translating fixes into clear non-technical steps.
- Created ticket-style reporting and player-tracking tools to collect structured reports, preserve issue history, and help staff prioritize or escalate recurring problems.
- Documented repeatable setup and troubleshooting steps for server administration, web hosting, remote maintenance, and community support workflows.

RCON GUI Console — *Personal Technical Project*

- Designed and built a graphical RCON console so administrators could connect, send commands, and view live server output through a cleaner interface instead of raw console commands.
- Improved support speed and moderation efficiency by centralizing common server actions and making technical tooling easier for other staff members to use safely.

Discord Server Controller — *Game Server Management Bot*

- Created a Discord bot that remotely starts and terminates multiple game servers running on a host machine.
- Implemented simple commands for staff to control servers without needing direct access to the host desktop, reducing human error and streamlining restarts.

Discord / Game Bank — *Online Server Backend*

- Built a backend system that lets players store in-game currency in a Discord "bank account" and trade it for in-game or real-world items.
- Handled account balances, basic transaction logic, and data persistence to keep records accurate for staff.

Player Tracker — *Online Server Backend*

- Developed a tool for live tracking of players on a game server, providing staff with key information — who is online, session details, and more — to assist with moderation and rule enforcement.

RB 1.0 — *Online Server Reporting System*

- Created a server-side reporting system that lets players report rule-breaking behavior in-game.
- Designed reporting data to be viewable to staff in a clear format so they could quickly investigate and act.

EDUCATION

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

CERTIFICATIONS & LICENSES

Valid Driver's License · DOT Physical Certification · Forklift Certification