

Thomas E. Tresch, A+, Net+

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PROFESSIONAL SUMMARY

Mid-level Technical Support Specialist with extensive experience in IT consulting and cybersecurity. Skilled in resolving complex technical issues across applications, networks, and systems to ensure optimal system stability. Proficient in incident management, monitoring, and troubleshooting using industry-standard tools. Committed to enhancing operational performance in fast-paced, team-oriented environments.

EDUCATION

Western Governors University

Bachelor of Science (BS), CyberSecurity and Information Assurance

Dec 2024 – Jan 2028

KEY ACHIEVEMENTS

- **Customer Satisfaction:** Achieving and maintaining a **95+**% customer satisfaction rate in technical support
- **Enhanced Network Stability:** Reduced network outages by **30%** through proactive maintenance
- **Leadership:** Encouraged continuing education, improving career satisfaction by **20%**
- **Operational Efficiency Boost:** Implemented system improvements, increasing efficiency by **40%**
- **Schoolastic Success:** Self-paced study, maintaining a **3.0+/4.0 GPA**
- **Team Training Success:** Mentored junior technicians, enhancing team capabilities by **30%**

PROFESSIONAL EXPERIENCE

Freelance / Volunteer

2009 - Present

Network Support Technician

- Delivered technical support for mobile and PC users, including incident identification and resolution to maintain system stability
- Researched and integrated emerging technologies to enhance support processes and proactively mitigate production issues
- Managed network hardware/software; routers, switches, DHCP, firewalls, and Ethernet/Wi-Fi connections to ensure performance
- Administered home/office networks and coordinated installations to minimize downtime and support optimal configurations
- Implemented advanced security protocols to safeguard network integrity and support overall system reliability

Self-Employed

2006 - 2009

IT Consultant

- Advised clients on resolving complex IT challenges, focusing on incident and application support, and cost-effective solutions
- Stayed current with emerging technologies and integrated enhancements to system health, aligning with strategic support objectives
- Assessed client IT environments to pinpoint inefficiencies and provide tailored recommendations to improve performance
- Designed and deployed scalable IT solutions that bolstered operational efficiency, reinforced security, and included configurations
- Offered strategic guidance on IT infrastructure and cybersecurity, ensuring service excellence and effective incident escalation

Freelance

2003 - 2009

Researcher

- Conducted comprehensive literature reviews and synthesized critical research findings to support data-driven decision-making
- Developed clear, data-driven reports, presentations, and research papers to foster informed decision-making across project teams
- Analyzed qualitative and quantitative data to generate actionable insights and identify trends for continuous improvement
- Designed and employed innovative research methodologies to optimize data collection, enhancing operational strategies
- Collaborated with interdisciplinary teams to facilitate effective knowledge sharing and improve overall project outcomes

H.D. Smith Wholesale Drug Co.

1995 - 2002

IT Systems Specialist

- Authored comprehensive IT policies and procedures to boost efficiency, consistency, and regulatory compliance
- Collaborated with cross-functional teams to design, deploy, and support advanced IT systems and infrastructure
- Optimized system performance through proactive monitoring, regular data backups, and rigorous troubleshooting
- Managed IT infrastructure, including server, network, and database support, emphasizing high reliability, security, and resolution
- Coordinated with stakeholders to update technical documentation and refine procedures for improved incident management and system health monitoring

SKILLS

- **Cybersecurity:** Cybersecurity Auditing, Digital Forensics, Security Architecture Design, Threat Hunting, Multi-Factor Authentication (MFA), Cryptographic Protocols, Secure Software Development (DevSecOps), Intrusion Detection and Prevention Systems, Zero-Trust Security Model, Social Engineering Defense, Business Continuity/Disaster Recovery Planning, Mobile Device Management
- **Paradigms:** Remote Work, Research, Team Collaboration
- **Leadership:** Delegation, Mentoring, Project Ownership
- **Networking:** Cabling, Ethernet, Network Troubleshooting, TCP/IP, Wi-Fi
- **Communications:** Presentations, Reports, Stakeholder, Technical, Training, Written
- **Software Development:** C/C++, CSS, HTML, JAVA, JavaScript, Python, Scripting, SDLC, SQL, Web Technologies
- **Critical Thinking & Logic:** Analytical Thinking, Creative Problem-Solving, Root Cause Analysis
- **Documentation & Analysis:** Forensic Data Analysis, Process Playbook, Reports, Technical Writing
- **Technology:** Automation, Computers (Building & Programming), Maintain Tech Knowledge, Smart Phones
- **IT Support:** Application Support Experience, Linux/Unix Familiarity, Server Support, Technical Support

CERTIFICATIONS

- **Google:** *Cybersecurity Professional – IT Support Professional.*
- **CompTIA:** *A+ (August 2025) – CIOS (November 2025) – CySA+ (In Progress) – Data+ (In Progress) – Network+ (November 2025) – Pentest+ (In Progress) – Project+ (In Progress) – Security+ (In Progress).*
- **Axelos:** ITIL Foundation (In Progress).
- **(ISC)²:** CCSP (In Progress) – SSCP (In Progress)
- **LPI:** Linux Essentials (In Progress).

ORGANIZATIONS & MEMBERSHIPS

- **Association for Computing Machinery (ACM) – Student Member**