

THOMAS HOPE

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Camp Hill, Brisbane 4152

Professional Summary

Experienced IT Support Engineer with a strong background in end-user support, systems administration, troubleshooting, and cloud-based environments. Comfortable handling level 2 issues, managing day-to-day IT operations, and supporting both onsite and remote users. Able to work independently and perform well in fast-paced MSP or in-house roles.

Skills

- Google Workspace, Microsoft 365, Azure AD, Intune
- Windows Server 2016–2019
- Cloud migrations & tenant administration
- Complex troubleshooting & L2/L3 escalation
- Vendor support & QA testing

Infrastructure & Networking

- Basic networking, patch panels, device deployments
- VOIP systems (3CX, Teams)
- Web hosting, DNS, domains, backups
- ConnectWise, Gorelo, RMM tools

Hardware & General IT

- Device reimaging, printer support
- Hardware troubleshooting and repairs

Certifications

- CompTIA A+: **IT Networking Certification** 220-1101 & 220-1102
- Tafe Brisbane: **ICT50415 Diploma of Info Tech Networking**
- WorkSafe QLD: High Risk Work License for **Forklift LF**

EXPERIENCE

Senior IT Support Engineer - Smarte

- **Oct 2024 – Oct 2025**
- Provided L2/L3 support across Google Workspace, M365, Azure AD, Intune, and Windows Server
- Acted as primary escalation point for complex issues, training, and documentation
- Led cloud migration, security, and compliance projects
- Managed web hosting, DNS, backups, domains, VOIP, RMM tools, and ticketing systems
- Delivered technical support and QA testing for access control hardware and software

In-house IT - Alex Gow Funerals

- **Sep 2023 – Dec 2024**
- Delivered onsite IT and AV support for funerals
- Performed device setup, troubleshooting, and basic networking support

Workforce Planning - HelloFresh (Youfoodz)

- **Mar 2024 – Jun 2024**
- Worked with scheduling systems, workflow platforms, and internal tools
- Performed administrative and data-entry tasks using digital systems

Warehouse Admin - CEVA Logistics

- **Mar 2022 – Jun 2022**
- Operated warehouse management and scanning systems
- Completed administration and inventory system tasks

L2 IT Support Technician - Sentriant

- **Jul 2019 – Dec 2022**
- Delivered L1/L2 helpdesk and onsite support across multiple clients
- Performed hardware repairs, rebuilds, and software troubleshooting
- Supported Microsoft 365, Windows Server, networking, backups, and RMM tools