AUSTIN THORNE

Aurora, CO | 913-284-2829 | austin@austinthorne.com | linkedin.com/in/austinthorne1 | austinthorne.com

SYSTEMS ADMINISTRATION | IT INFRASTRUCTURE | TECHNICAL SUPPORT

PROFESSIONAL SUMMARY

Hands-on IT and technical operations professional experienced in Windows/macOS support, hardware, networking, storage, Linux/server administration, Active Directory, Microsoft cloud and endpoint technologies, Docker, virtualization, and automation. Combines technical escalation, technician development, and practical infrastructure administration with a record of using technology to improve operations and measurable business results.

TECHNICAL EXPERTISE

Windows, Identity & Endpoint Administration: Windows Server 2025, AD DS, Microsoft Entra ID (Azure AD), Intune, Microsoft 365, Group Policy, DNS, DHCP, domain-joined endpoints, users/groups, permissions, file sharing, BitLocker/device compliance, Intune application packaging & deployment, Defender for Endpoint, PIM, Endpoint Privilege Management, Windows recovery, Services, Event Viewer, Device Manager, Registry, PowerShell, Command Prompt, batch scripting

Linux, Servers & Infrastructure: Linux/Ubuntu, Unraid, SSH, Docker, container networking, persistent storage, virtualization, virtual machines, NAS/SMB, RAID, Windows Storage Spaces, backup/recovery, remote administration

Networking: TCP/IP, DNS, DHCP reservations, NAT, port forwarding, troubleshooting, pfSense, Ubiquiti/UniFi, Wi-Fi/RF analysis, OpenVPN, WireGuard, Tailscale, network printers, Ethernet/patch-panel termination, cable/port tracing, PoE/IP cameras and NVRs

Security, Monitoring & Hosting: firewalls, MFA/SSO, SSH keys, SSL/TLS, Cloudflare Tunnel, endpoint security, Grafana, InfluxDB, Telegraf, cPanel/WHM, VPS/dedicated hosting, WordPress, MariaDB/MySQL, SQLite, FTP, backups and maintenance

Development & Automation: PowerShell, Microsoft Graph API, HTML/CSS, JavaScript, Node.js, Express.js, SQL/SQLite, Bash/Linux shell, batch files, PM2, REST/API integration, JSON/YAML configuration

PROFESSIONAL EXPERIENCE

MICRO CENTER — Computer Service Manager **2025–Present**

- Lead a 25-person computer service team providing hardware diagnostics and repair, Windows and macOS support, custom PC builds and upgrades, data services, security support, technical consultation, and managing customer contacts in Zendesk, with the team resolving 89% of tickets within 30 minutes over the past year.
- Serve as a technical escalation resource for complex hardware, operating-system, storage, networking, driver, firmware, security, and performance issues; train technicians in root-cause troubleshooting and repair methodology.
- Perform and support Windows installation, repair and recovery; Windows Services troubleshooting; BIOS/UEFI and firmware updates; driver diagnosis; malware remediation; BitLocker; licensing/activation; RAID/storage configuration; data migration, cloning, backup and recovery; and hardware upgrade planning.
- Provide on-site infrastructure support to the remote IT team by deploying Windows and Mac endpoints to the company domain, tracing, mapping and labeling ethernet cables and network ports, terminating and patching network cabling, configuring network printers, identifying IP-connected devices, and troubleshooting wired and wireless connectivity.
- Designed and deployed a web-based technician labor/productivity platform using JavaScript, Node.js, Express.js, SQLite, HTML/CSS, and session-based authentication, replacing a manual paper/Excel workflow; technicians actively using the platform averaged approximately $15 more labor revenue per technician hour, a roughly 30% improvement over the prior ~$50/hour baseline.

MICRO CENTER — Retail Sales Manager **2021–2024**

- Led 74 employees across five departments supporting approximately $120M in annual sales; operational initiatives contributed to a 12% increase in profit.
- Maintained an average Net Promoter Score of approximately 85% and developed training programs that improved individual and team performance by approximately 40%.
- Managed staffing, performance, training, operational execution, and cross-department coordination across five departments while building a collaborative, accountable, and development-focused team culture leading to a 10% increase in employee retention.
- Developed employees and leaders through structured coaching, performance analysis, and process improvement, using operational metrics to identify gaps and improve execution.

IRVIN-PARKVIEW FUNERAL HOME — IT Administrator (Part-Time/Concurrent) **2012–2020**

- Served as primary IT administrator for a two-location business environment, supporting 18+ servers and endpoint devices, networking, business-critical software, storage, backups, security, printers, and remote access.
- Specified, sourced, assembled, and deployed server infrastructure for both locations, including two servers per site with RAID storage, shared file resources, local backups, and geographically separate cross-site backups for recovery and record retention.
- Administered Funeral Data Manager and supporting infrastructure used by eight employees for scheduling, case records, service documentation, images, burial/cremation tracking, and other operational records.
- Configured Windows file sharing and cross-location access to shared resources through Windows Explorer; administered user permissions, file systems, desktops, laptops, tablets, printers, and endpoint security.
- Configured remote/mobile access for business owners and advised ownership on servers, computers, networking equipment, and other technology purchases based on compatibility, reliability, performance, and cost.

STAPLES — Regional Sales Manager **2019–2020**

- Founding Regional Sales Manager for an 83-store Midwest region representing approximately $100M in business; contributed to 17% regional growth and trained more than 150 general managers and supervisors.
- Implemented quality-control and operating initiatives that increased customer-service scores 11%, improved small-business retention 30%, reduced supply costs 12%, and helped generate more than $3M in payroll/scheduling savings over six months.

STAPLES — General Manager | Sales Manager | Tech Sales Supervisor **2012–2019**

- Led two stores from company rankings above 1,100 to the Top 50; maintained customer satisfaction above 92% for 23 consecutive months while increasing sales approximately $900K and profit approximately $770K.
- Developed an employee KPI tracking initiative adopted as a companywide standard across more than 1,000 locations.
- Developed technicians through hands-on repair training and solution-selling coaching for services and repairs, while serving as the escalation resource for complex customer service and repair issues.
- Grew technology sales/services more than 330% over two years and generated more than $500K in new profit.

SELECTED TECHNICAL PROJECTS

Windows Server & Microsoft Enterprise Administration Lab

- Built and currently administer a virtualized Windows Server 2025 environment with AD DS, DNS, DHCP, Group Policy, domain-joined Windows client VMs, users/groups, permissions, network restrictions, shared resources, and validation of authentication, policy application, connectivity, and access.
- Designed and configured a dedicated VLAN to isolate the lab environment while integrating virtual and physical endpoints with controlled internet connectivity for realistic domain and network testing.
- Configured Microsoft Entra ID and Intune capabilities for cloud identity and endpoint administration, including device compliance policies, BitLocker compliance requirements, and Win32 application packaging and silent deployment.
- Practiced privileged-access and endpoint-security administration using Privileged Identity Management (PIM), Microsoft Defender for Endpoint, and Endpoint Privilege Management.
- Utilized PowerShell and Microsoft Graph API for Microsoft 365, identity, user, and device-management administration and automation.

Self-Hosted AI & Infrastructure Platform (Frostmourne)

- Designed and currently operate a Linux-based multi-GPU AI infrastructure platform using Docker, NVIDIA GPUs, Ollama, persistent storage, networking, monitoring, and remote administration.
- Operate separate containerized inference environments for general AI and coding workloads, including model hosting, endpoint management, resource allocation, and performance troubleshooting.
- Implemented a Telegraf → InfluxDB → Grafana telemetry pipeline for real-time system monitoring and operational dashboards.
- Developed restricted Docker-management tooling using least-privilege principles plus troubleshooting and verification safeguards that require escalation and end-to-end validation before corrective actions are considered resolved.

Home Lab & Self-Hosted Infrastructure

- Design and administer multiple Linux/Unraid systems providing NAS, SMB, personal cloud, DNS, databases, monitoring, web hosting, and remote-access services through containerized workloads using Docker.
- Administer pfSense networking with DHCP reservations, DNS, NAT, firewall rules, VPN connectivity, and network-wide DNS filtering with redundant upstream DNS resolvers for improved resiliency and availability.
- Configure containerized Docker services, VMs, RAID/storage, backups, and cPanel/WHM web-hosting environments.