

Tom McLaughlin

3431 S. Elm Street
Denver, CO 80222

Cell: (720) 838-3568
Email: mclaughlintw@gmail.com

Summary

Focused, driven, multi-talented individual with a versatile skill-set and very strong leadership, technical, interpersonal, and communication skills.

Experience

2011-Present Screendogs Printing, LLC Denver, CO

Managing Member (still employed)

- Co-founder of startup custom t-shirt printing business that serves large and small clients.
- Duties include sales, customer service, graphic design, press operations, job scheduling, website administration, and accounting.
- Skilled with Quickbooks, Adobe Creative Suite, Microsoft Office (Word, Excel, and Outlook).

2007-2011 Virtela Technology Greenwood Village, CO

NOC Tier 2 Engineer

- 2nd-Shift lead in a fast-paced global network support environment.
- Job duties include working with telecommunication vendors, ISPs, and customers to provide steady-state support to customer networks and the Virtela backbone network. Maintaining detailed documentation of troubleshooting steps taken towards the swift resolution of trouble tickets. Complying with detailed change-control processes to ensure network availability.
- Experienced with configuring and troubleshooting numerous IP technologies, including Cisco, Juniper, and a wide assortment of Internet routing protocols.

2003-2007 Allosource Centennial, CO

Central Services Technician

- Responsible for the decontamination, sterilization, and maintenance of equipment used to process donor tissue.
- Ensured availability of equipment inventory.
- As a shift lead, responsible for training new team members and working overtime to ensure production goals are met on time.

2002-2003 Target Englewood, CO

Backroom Team Member

- Highest accuracy ranking in stockroom operations.
- Experienced with Crown Lifts and WAV Work Assist Vehicle.

2001-2002 Discovery Channel Store Littleton, CO

Sales Associate

- Top sales associate for several months, specializing in optics.

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Professional References

John Atwell - Network Operations Manager at Comcast
630-272-6766

- John was one of the Network Operations Center managers at Virtela and was one of my immediate supervisors during my time with the company.

Jesse Caudill - Network Implementations at Viasat
720-480-0314

- Jesse is another of my former managers from the Virtela NOC, whom I worked with for four years.

Hernan Birckenstaedt - Network Engineer, Metro-Ethernet at Comcast
720-280-4942

- Hernan was my shift-lead when I began working an entry-level position at Virtela, and was responsible for the extensive training and instruction that helped me to become a more valued team member.

Drew Thompson - Central Services Technician Lead at Allosource
720-459-0818

- Drew is a colleague who I worked very closely with during my entire time at Target and Allosource.

Additional references are available if needed.

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Re: Packaging Technician (Brightonn)

Hello,

I saw this ad on Craigslist today and I would like to apply. I am seeking part-time or full-time employment, and I have four years experience in tech support. I have a strong work ethic and I feel like I would be an excellent fit for this position; I am proficient with computers and my experience in the tissue banking industry and in network engineering both required utmost attention to detail. If you feel that I would be a good fit, please don't hesitate to contact me in consideration for this position.

Thank you and Best Regards,

Tom McLaughlin