

Christopher Thomas

SYSTEM ENGINEER

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Summary

System Engineer with 4+ years of experience supporting and administering enterprise infrastructure across highly regulated environments, including public sector and Fortune 50 organizations. Strong background in hybrid identity management and endpoint management with Microsoft Intune.

Education and Certifications

Purdue Global University, BS Cloud Computing 2026

GPA: 3.97

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- AWS Certified Solutions Architect – Associate (SAA-C03)

Experience

IT Support Specialist II, Metropolitan Transit Authority of Harris County Aug 2024 - Present

- Administered enterprise identity governance across hybrid environments, including Active Directory, Entra ID, and SAP production environments.
- Maintain and troubleshoot secure remote access infrastructure, including GlobalProtect VPN and Zscaler ZTNA, enforcing role-based access through security group management.
- Triage and resolve Tier II network connectivity issues, including DNS resolution failures, Firewall, DHCP scope exhaustion, and VPN tunnel instability.

IT Support Specialist, ExxonMobil May 2023 – Aug 2024

- Managed enterprise identity lifecycle operations, including user provisioning, deprovisioning, and access modifications, aligned with least-privilege and compliance standards.
- Collaborated with security and infrastructure teams to troubleshoot authentication, access, and connectivity issues impacting business-critical applications.
- Develop PowerShell scripts to automate administrative tasks

Software Engineer, The Home Depot April 2022 – March 2023

- Built and maintained the Home Depot Request Tool on Google Cloud Platform, utilizing BigQuery for data analytics and GitHub Actions for automated CI/CD pipelines.
- Refactored legacy supply chain batch processing code, significantly reducing execution time and improving data flow for logistics systems.
- Worked cross-functionally with engineering and operations teams to enhance system performance and maintain scalable, production-grade services.