

Thomas Boling

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SUMMARY

I am an experienced IT professional specializing in the support and management of modern Windows and macOS environments. My approach is hands-on and practical, developed through extensive work directly with end users. I have a strong track record of resolving escalated issues, and enhancing the deployment, security, and management of devices. My daily responsibilities involve working with Intune, Autopilot, Entra ID, and Microsoft 365. I am adept at scripting, policy tuning, and assisting teams in optimizing daily operations. My primary focus is maintaining stability, security, and user-friendly environments.

CORE COMPETENCIES

- Endpoint management
- Intune
- Autopilot
- Windows Autopatch
- Apple Business Manager
- Mobile application management (MAM)
- Cloud platforms
- Entra ID
- Microsoft 365
- Exchange Online
- Teams
- SharePoint
- Security and compliance
- Conditional access
- Multi-Factor Authentication (MFA)
- BitLocker
- Local Administrator Password Solution (LAPS)
- Device compliance baselines
- Scripting and automation
- Deployment automation
- Configuration enforcement
- Windows troubleshooting
- MacOS troubleshooting
- VPN management
- Onboarding processes
- Offboarding processes
- Managing the identity lifecycle

EXPERIENCE

Lead Service Desk Technician, United Wheels, February 2025-Current
Miamisburg, OH

- Serve as the main escalation point for all Windows and macOS device issues.
- Administer Intune policies, Autopilot configurations, MAM rules, and device compliance settings.
- Maintain BitLocker encryption and LAPS across the organization's environment.
- Develop and update PowerShell and macOS scripts to automate routine tasks.
- Support onboarding and offboarding procedures utilizing Entra ID and Microsoft 365.
- Oversee Cisco Secure Client profiles and manage VPN settings.
- Collaborate with cross-functional teams to refine processes and enhance the user experience.

IT Support Engineer Team Lead, CPC, October 2023-February 2025

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- Led a managed services team and ensured adherence to Service Level Agreements (SLAs).
- Provided Level 2 and Level 3 troubleshooting for Windows, macOS, networking, and cloud identity issues.
- Managed Microsoft 365, Teams, Exchange Online, Entra ID, and Intune environments for clients.
- Designed and deployed Mobile Application Management (MAM) policies for iOS and Android devices.
- Enhanced BitLocker compliance and improved reporting processes.
- Oversaw Teams Calling migrations for clients.

IT Desktop Support Engineer, Esko Graphics, September 2019-September 2023

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- Provided support for hardware and software issues throughout the Americas region.
- Imaged and deployed computer systems for new hires.
- Collaborated with global IT teams on escalated technical issues.

Level 2 Desktop Support Specialist, Reed Elsevier, February 2017-September 2019

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- Delivered support for Windows, Office 365, authentication, and driver-related issues.
- Managed system imaging, diagnostics, and repair workflows.
- Documented all work in ServiceNow.

Level 2 Support Analyst (Contract), Atos, October 2016-February 2017

Mason, OH

- Handled onboarding and offboarding using Active Directory and Office 365.
- Troubleshot Outlook and mail flow issues.
- Maintained a 100% satisfaction rating during the contract period.

EDUCATION

Bachelor of Science

Management of Information Systems, Wright State University, Dayton OH

Associate of Science

Computer Science (Web Programming), ECPI College of Technology, Greenville SC