

Logan Thome

Senior End User Solutions Engineer

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// SKILLS

People and Process

End-user training, user experience-focused system design, translating technical issues for non-technical users, stakeholder and vendor relationships, knowledge base ticket deflection

Microsoft and Identity

Microsoft 365 administration, Entra ID / Azure AD, Intune, Autopilot, Active Directory, Group Policy, Defender, Okta, Duo, CyberArk

Endpoint and Device Management

JAMF, Apple Business Manager, Platform SSO, NinjaRMM, Action1, AutoElevate, Kaseya, LogMeIn Central, TightVNC, CrowdStrike, Mac and Windows fleets

ITSM and Operations

Freshservice, Zendesk, JIRA, Monday.com, Retriever, Ramp, Dashlane, GitHub, Salesforce, Gainsight

Networking and Infrastructure

Fortigate, Cloudflare, Proxmox, VPN, VoIP, firewalls and switches, IP cameras and access points, low-voltage cabling, Windows print servers

// SUMMARY

I'm the IT guy you can actually talk to! I like technology, but I love the people behind it. With 10+ years in IT, I've grown from hands-on support into building IT services from the ground up: ticketing platforms, device management, identity migrations, and a fully internalized IT environment for a remote-first company. When I build systems, I focus on getting the end-user experience right, and I take the time to train and work alongside the people who use the processes we create.

Great IT should feel seamless, secure, and *human*.

// EXPERIENCE

Senior End User Solutions Engineer

K18 · Remote

Jul 2025 - Present

responsibilities

Brought in to help offboard our MSP and build K18's internal IT services from the ground up. Picked up the pieces from the MSP and architected an environment designed to scale with our rapidly growing company, as well as sister brands joining a shared IT environment.

Supported a fully remote workforce and a small office shared with several sister companies as one of two agents, alongside our IT Director. Together we resolved ~150 tickets per month, bringing AI-enabled workflows and project management tools into our process without losing focus on the people behind the technology.

accomplishments

- Built the core of our IT service stack alongside our IT Director and VP of Technology: a new Freshservice support queue for K18 and a sister company, NinjaRMM for device management, and a restructured Microsoft 365 environment ready for long-term scale.
- Designed a seamless and secure work-from-home experience with Autopilot, Platform SSO, and Intune security policies.
- Developed a rapid, lightweight hardware deployment process for Mac and Windows users through iteration and testing, then rolled it out to 100–200 users.
- Vetted dozens of new AI tools for security risks, always focused on finding ways to help users work more efficiently on complex tasks!

Autopilot

Platform SSO

Intune

Entra ID

Defender

NinjaRMM

Action1

AutoElevate

Monday.com

Retriever

Ramp

Claude

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// SKILLS (CONT.)

Business Systems

Sage ERP, Synapse WMS, EDI transactions and mapping, RedZone

Also Familiar With

Palo Alto, Meraki, VMware, Scale, Lansweeper, YoDeck, AI tool security vetting, SketchUp, AutoCAD, Revit

// EDUCATION

Architectural Drafting

Certificate of Proficiency
Lewis and Clark Community College, Godfrey, IL
2011 - 2013

General Studies Diploma

Edwardsville High School, Edwardsville, IL
2006 - 2010

// EXPERIENCE (continued)

Senior Technical Analyst

Nature's Bakery · St. Louis, MO

Sep 2021 - Jul 2025

responsibilities

Helped build and run IT support services for about 200 users, providing end-user support at L1 and above. Worked alongside users 1:1 as much as possible to build relationships and train! Escalated high-priority systems issues to the relevant administrators (ERP, Systems) with technical context and a clear picture of end-user impact. Kept a deep focus on building user knowledge to empower them moving forward.

Managed the full device lifecycle across our fleet: Verizon Business lines and devices from purchase to decommission, RedZone iPads through JAMF and Apple Business Manager with configuration profiles for unique use cases, Macs through JAMF, and Windows devices through Intune and Group Policy. Managed operational IT throughout our facility, including IP cameras, access points, low-voltage cabling, print servers, and everyone's printers, while supporting the rest of the company remotely as one of a small team working our ticket queue.

Worked daily across our security and infrastructure stack, including Fortigate firewalls and VPN, Cloudflare, CrowdStrike, CyberArk, Proxmox, and our Sage ERP.

Approached new challenges with eagerness and a learning mindset, taking every opportunity to learn from others while soaking up training through all available channels!

accomplishments

- Was one of the core team members who architected and built our Freshservice ticketing platform, scaling it to support about 200 users. Created automations and knowledge base articles for user education and ticket deflection.
- Streamlined our ticket intake, categories, and SLAs to prepare for a smooth transition to our parent company's ticketing platform.
- Took the company through a migration from on-prem Active Directory to Azure AD, fighting for our end-user experience and helping users prepare with minimal disruption to their day-to-day.

Freshservice

JAMF

Apple Business Manager

Azure AD

Okta

Duo

CyberArk

CrowdStrike

Kaseya

Intune

Fortigate

Cloudflare

Proxmox

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// EARLIER IT ROLES

Consultation Agent

Geek Squad · Clearwater, FL
Jul 2015 – Apr 2016
Diagnosed client tech issues following Geek Squad procedures, at times ranking in the district's top 100 for sales and efficiency.

Network Technician

World Wide Technology · Edwardsville, IL
Aug 2013 – May 2015
Advanced from temporary help to the Integration Technology Center lab, imaging IOS, configuring network equipment, and building servers.

// EARLY EXPERIENCE

Kohl's, The Edwardsville Intelligencer, UPS, and Steak 'n Shake (2010–2013). These were my humble beginnings, where I learned teamwork, attention to detail, and how to keep a cool head with customers!

// EXPERIENCE (continued)

IT Manager

Buske Logistics · Edwardsville, IL Apr 2019 – Sep 2021

responsibilities

As part of a small remote IT team supporting users across the country who vastly outnumbered us, helped develop scalable systems that streamlined help requests for fast and effective support.

Set company standards for all PC hardware purchasing, and implemented a company-wide push to upgrade old hardware so users could work without tech-related frustration!

Managed IT vendor relationships and monthly expenses, working with ISPs and third parties to spin up new Buske facilities with timely internet service. Assisted in configuring and maintaining the company's EDI across both the Automotive and Consumer Goods sides of the business, working closely with our EDI partners.

Directly supported the Corporate Executive Team at our Edwardsville headquarters, learning to scale our IT systems to keep pace with a massively growing company.

accomplishments

- Completed a VoIP phone transition for all Buske locations.
- Helped standardize VPN-capable firewalls and switches company-wide, travelling on-site to install standardized network racks and run low-voltage lines. This gave us more visibility and functionality for supporting remote users.
- Implemented new IP camera and access point systems in each facility, using scissor and boom lifts to install infrastructure on warehouse walls and ceilings.
- Created 3D warehouse layouts in SketchUp for each facility. These supported the Operations team during WMS upgrades with accurate product counts and allowed Emergency Procedure Maps to be updated company-wide.

LogMeIn Central

TightVNC

Firewalls

Switches

VoIP

Synapse WMS

EDI

SketchUp

Technical Customer Success Manager

Mar 2018 – Oct 2018

Technical Support Analyst

Apr 2016 – Mar 2018

Gainsight · St. Louis, MO area

- Managed 25 accounts with regular cadence calls, a 24-hour SLA, and yearly executive EBRs, and helped turn at-risk customers around!
- Solved tickets through email, live troubleshooting calls, and screen shares on a complex application, consistently meeting and exceeding quarterly goals.
- Worked with a global team (US, EMEA, India) to refine internal processes, learning to present technical issues in a way non-technical people could work with.

Gainsight

Zendesk

JIRA

Slack