



TOM BACKUS

Making Technology Work for People

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Helping organizations make technology simpler, more reliable, and easier to use has been the focus of my career for more than 25 years. Known for reducing complexity, standardizing operations, and building technology environments that inspire confidence through thoughtful planning, clear documentation, and practical leadership.

Professional Impact

- Designed and maintained technology environments that improved reliability, usability, and operational efficiency.
- Established standardized deployment practices that reduced support complexity and improved consistency across systems.
- Combined technical expertise with a people-first approach to deliver reliable, responsive IT support.
- Customized training and support to match each user's experience level, enabling faster problem resolution.
- Empowered users through clear documentation, targeted training, and hands-on support, building confidence and self-sufficiency.

What I Deliver

Infrastructure Administration

Windows Server • VMware • Hyper-V • Veeam • Storage • Disaster Recovery

Microsoft 365 Administration

Microsoft 365 • Exchange Online • Teams • SharePoint • OneDrive • Entra ID

User Support & Service Delivery

Documentation • Onboarding • Process Improvement • Training • Project Management

Automation & Process Improvement

PowerShell • Power Automate • Forms • AI Productivity Tools

Network & Communications

TCP/IP • DNS • DHCP • Wireless • Switching • Phone System Administration

Where I Delivered

Help Desk / Desktop Support Analyst

People Incorporated | Eagan, MN | 2026–Present

Provided frontline and Tier 2 support while improving service delivery through documentation, automation, and process improvements.

- Developed automation tools that improved ticket visibility and streamlined support workflows.
- Managed onboarding, account provisioning, device deployment, and end-user support.
- Resolved 25+ support requests weekly while maintaining high customer satisfaction.

IT Generalist

Girl Scouts River Valleys | Saint Paul, MN | 2024–2025

Improved IT operations through process standardization, documentation, automation, and responsive end-user support.

- Reduced open help desk backlog from 100 to 20 tickets within one month.
- Standardized onboarding and offboarding procedures to improve consistency and security.
- Developed technology deployment documentation supporting statewide cookie cupboard operations.
- Created SharePoint and Power Automate solutions to automate volunteer registration and scheduling.

Senior Network / Systems Administrator

CPP Minneapolis Operations | Bloomington, MN | 2001–2024

Served as the primary technology administrator for the Minneapolis operation, leading infrastructure modernization, enterprise communications, end-user support, and operational improvements over a 23-year career.

- Standardized workstation deployments, reducing rebuild time by 50% and configuration errors by 95%.
- Led the local portion of an enterprise migration from Avaya to Allworx telephony across multiple locations.
- Implemented remote support capabilities, reducing response times from 30 minutes to under five minutes.
- Reduced storage requirements by 25% through Windows Server deduplication.
- Managed virtualization, backup, disaster recovery, and enterprise infrastructure supporting daily operations.

How I Learned

Bachelor of Arts, Computer Science

Texas Lutheran University – Seguin, Texas

Professional Development

- AI Productivity & Automation (ChatGPT, Copilot, Gemini)
- Franklin Covey Leadership & Time Management
- Visual Workplace / 5S+1 Process Improvement