

THANH RODKE

TECHNICAL SOLUTIONS ARCHITECT
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PROFESSIONAL SUMMARY

Solutions-driven, highly skilled technical consultant with over 19 years of experience designing, implementing, and supporting enterprise-wide solutions in the convenience store and wholesale petroleum IT industries. Relentless investigator, troubleshooter, problem solver, and team supporter. Dedicated to the pursuit of operational efficiency and whatever it takes to make things better.

KEY SKILLS

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| ✓ Depth of solution knowledge | ✓ Dynamic, confident communicator |
| ✓ Methodical and analytical approach | ✓ Quick-thinking, decisive team lead |
| ✓ Reliability under pressure | ✓ Superior work ethic |
| ✓ Rapidly onboard new subject areas | ✓ Passionate customer service |

CAREER HIGHLIGHTS

PDI Software Technical and Hosting Services, Temple, Texas

2000-2019

- Managed hosting services environment and technical consulting team for private equity company through over a dozen acquisitions
- Drove 600% departmental revenue growth over four years with only a 50% staff increase
- Managed over a dozen data centers worldwide, supporting 3,000+ systems
- Responsible for most aspects of data center consolidation, knowledge transfer, monitoring, remediation, maintenance, and technical support
- Handled highest level of technical support escalation calls, root-cause analysis, and use-case testing
- Provided customized and responsive technical infrastructure solutions to maximize IT investment and software utilization throughout the lifecycle of a project
- Consistently in demand as pre- and post-sales demonstrator, teacher, trainer, and explainer for internal and external audiences at a variety of skill levels

SELECTED AREAS OF EXPERTISE

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| ■ Active Directory | ■ Microsoft 365 – Office 365 |
| ■ Android | ■ Microsoft Azure |
| ■ Cisco ASA | ■ NetApp |
| ■ Cloud migration | ■ NOC Support |
| ■ Disaster recovery | ■ Performance tuning |
| ■ Domain upgrade and migration | ■ PDQ Inventory/PDQ Deploy |
| ■ Exchange Server | ■ PowerShell |
| ■ Hardware lifecycle management | ■ Process documentation and automation |
| ■ HPE BladeSystem/ML/DL | ■ Strategic planning |
| ■ LogicMonitor | ■ Switching/Routing/LAN/WAN/VLAN/VPN |
| ■ McAfee | ■ Windows Server/Hyper-V |