# Thaddeus Quillfeather

**IT Coordinator**
Portland, ME · thaddeus.quillfeather@example.com · (207) 555-0113 · LinkedIn

## SUMMARY

IT coordinator with 4 years in internal IT for a 450-person engineering firm across 3 offices. Runs onboarding and offboarding for about 15 people a month, keeps an inventory of 900 devices and coordinates 6 outside vendors. Comfortable in Intune, Microsoft 365 admin, Jira Service Management and Snipe-IT.

## EXPERIENCE

### IT Coordinator — Harrowgate Stellmach Engineering

Portland, ME · Apr 2023 – Present

- Coordinate onboarding and offboarding for about 15 staff a month, with 98% of new hires receiving a configured laptop and accounts on their first morning.
- Planned and ran a refresh of 320 laptops across 3 offices in 10 weeks, scheduling swaps in 30-minute slots so no engineer lost more than 1 hour.
- Keep a Snipe-IT register of 900 devices; a quarterly audit found 41 unassigned laptops that were reissued instead of buying new ones, saving about $36,000.
- Track 22 software subscriptions and removed 64 unused Microsoft 365 and Adobe seats in 2025, cutting annual license spend by $19,000.

### Service Desk Technician — Casco Lantern Managed IT

South Portland, ME · Jun 2021 – Mar 2023

- Handled about 30 tickets a day for 14 small-business clients, closing 70% at first contact.
- Scheduled 120 on-site visits a quarter for 4 field technicians in a shared calendar, keeping missed appointments under 2%.
- Wrote setup checklists for 9 client offices, cutting average new-user setup time from 3 hours to 75 minutes.

## SKILLS

Coordination: Onboarding and offboarding, device rollouts, vendor scheduling, change calendars

Systems: Microsoft 365 admin center, Intune, Entra ID, Windows 11, macOS basics

Tools: Jira Service Management, Snipe-IT, Smartsheet, Teams, Zoom Rooms

Admin: License tracking, purchase orders, vendor invoices, asset audits

## CERTIFICATIONS

CompTIA A+, 2021

ITIL 4 Foundation, 2023

## EDUCATION

A.A.S. Information Technology, Southern Maine Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.