Thom Tessandori

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Professional Summary

IT Professional with 21+ years of strategic technology leadership, specializing in creating robust, secure, and cost-efficient digital ecosystems. Proven track record of transforming complex technological challenges into streamlined, profitable solutions through innovative infrastructure design, cross-functional collaboration, and strategic problem-solving.

Core Competencies

- Microsoft Servers, Active Directory and Group Policy Management
- Cloud Infrastructure Management in Amazon Web Services (AWS)
- Security & Compliance (PCI-DSS 4.0, GDPR, CAN-SPAM)
- Cost Optimization Strategies
- Google Workspaces Administration
- Cross-Team Collaboration
- Digital Asset Management
- Performance Monitoring
- Rapid Website Deployment Cloud

Professional Experience

IT System Administrator | Amare Inc. | Remote (1/1/2013 - 10/31/2024)

Strategic Technology Leadership

- **Infrastructure Optimization**
  - Ensured 24/7/365 monitoring of all production and staging instances
  - Powershell scripting for the repetitive tasks like like Password Management and updates
  - Managed over 200 unique Domain Names/DNS Hosted Zones for rapid website deployment
- **Digital Asset Management**
  - Encoded and curated 79+ digital products spanning 900+ hours of content
  - Implemented robust Content Delivery Network strategies
  - Used AI-powered and manual video editing solutions for direct-to-consumer marketing
- **Cross-Functional Collaboration**
  - Bridged communication between Executive Staff, Marketing, and Development teams

- Created intuitive collaborative tools supporting strategic decision-making
- Developed comprehensive user documentation transforming complex technical concepts into accessible guides

Key Achievements

- Maintained comprehensive infrastructure supporting both transactional and marketing email deliverability through ESPs (various vendors)
- Developed innovative video content strategies leveraging both traditional editing and AI technologies
- Consistently supported fast deployment of new business initiatives

HelpDesk Manager/IT Lead | Hot Topic Media | Remote (2003 - 2013)

Technology Innovation and Integration

- **Cloud Services Pioneer**
  - Championed early cloud service adoption in 2008
  - Achieved 88% cost reduction (from $10,000+ to $1,200 monthly)
  - Implemented multi-platform system integration (Windows, MacOS, FreeBSD, Ubuntu Linux, AWS Linux)
- **Cross-Departmental Technology Support**
  - Developed integrated reporting systems for Acquisition and Marketing teams
  - Expanded technological knowledge across Security, Authentication, and Compliance domains

Early Career

- Virus Removal Technician, Symantec (Springfield, OR and Eugene, OR)
- Site Operations Technician, Keen.com (San Francisco Startup)
- Office Management and Bookkeeping

Professional Certifications

- Microsoft Technical Associate (MTA/MCP)
- Google Workspaces Administrator
- Google Analytics: Digital Analytics Fundamentals and Platform Principles

Key Differentiators

- Native problem solver with ability to find clarity in complex technological landscapes
- Proven expertise in creating scalable, secure digital infrastructures in AWS using Microsoft
- Demonstrated ability to drive technological innovation while maintaining cost-effectiveness