

# Phil Thompson

himself@philthompson.net

509-551-0692

## Experience

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### **Project Coordinator**

2013 - 2020

*Diocese of Vietnam and Philippines - Mindanao, Philippines*

Building strong communities in rural Mindanao through leadership development, translation, publishing, building projects, charitable outreach, and educational work.

### **Online Content Manager**

2004 - 2012

*Whitman College - Walla Walla, WA*

Supported 2000 users of all skill levels via phone, email, deskside and classroom training. Administered content management systems. Consulted with academic and administrative departments to develop effective online communication strategies. Developed and implemented utilities to automate legacy paper processes. Led project to implement new content management system.

### **OSS System Administrator**

1999 - 2004

*OneEighty Networks - Walla Walla, WA*

Supported commercial internet users, hosting clients, and co-workers; provided Tier 2 support to the internet help desk. Administered Windows- and Unix-based web, email, and database servers, help desk ticketing and billing systems.

Documented business processes while implementing Oracle Siebel ERP system.

Developed documentation and internal tech library.

### **Automation Technology Analyst II**

1997 - 2002

*Bechtel Hanford, Inc. - Richland, WA*

Supported 800 users at the Hanford Environmental Restoration Contract.

Provided both online and onsite help. Delivered and updated workstations and peripherals. Collaborated with system administrators to support enterprise systems and remote users. Taught training classes in office applications and database reporting.

Managed sitewide rollout project for new version of Windows and Office.

### **Sales Technician**

1992 - 1997

*Kennewick Computer Company - Richland, WA*

Built, sold and supported automation hardware, software, and vertical business solutions. Provided onsite installation, training, troubleshooting.

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## Certification

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Lean Six Sigma Yellow Belt	2020
CompTIA iNet+	2003

## Endorsements

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## References

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### Michael Osterman

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### Kyle Singer

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