

Thomas Frohe

Engineering Systems Professional

Engineering Data Management • CAD/CAM • Technical Support • Engineering Applications

Farmington, New York • (585) 479-0413 • thomas@frohe.online • thomas.frohe.online

PROFESSIONAL SUMMARY

Engineering systems and technical support professional with more than 20 years of experience supporting users, administering technical applications, improving workflows, and developing practical documentation and tools. Eight years at LSI Solutions supporting CAD/CAM, Autodesk Vault, engineering data practices, software deployment, and workstation environments used by Engineering, Manufacturing, Quality, Metrology, CNC Programming, Shop Floor, and IT teams in regulated medical device manufacturing.

CAREER IMPACT

8 years

at LSI Solutions

100+ seats

engineering software supported

**140+
workstations**

enterprise environment

6+ departments

engineering and operations
supported

ENGINEERING SYSTEMS PROFILE

DATA MANAGEMENT

Autodesk Vault
Lifecycles
Permissions
File health

CAD / CAM

Inventor
AutoCAD
SolidWorks
Mastercam / Esprit

ADMINISTRATION

PDQ Deploy
Active Directory
Group Policy
Hyper-V

DOCUMENTATION

CAD standards
Operating procedures
Training materials
User support

RELEVANT PROFESSIONAL EXPERIENCE

CAD/CAM Administrator & Engineering/Measurement Systems Designer

LSI Solutions, Inc. | Victor, New York | 2016-2024

Administered and supported the CAD/CAM and engineering software environment used by engineering, manufacturing, quality, metrology, CNC programming, and shop-floor teams in a regulated medical device organization.

- Administered Autodesk Vault file health, lifecycle workflows, permissions, file management practices, and CAD workflow integrity.
- Supported more than 100 engineering software seats across a 140+ workstation enterprise environment.
- Planned and executed Autodesk software deployments and major-version upgrades using PDQ Deploy.
- Supported Inventor, AutoCAD, SolidWorks, Mastercam, Esprit, and specialty engineering and manufacturing applications.
- Managed Active Directory accounts, password resets, security groups, and Group Policy changes supporting engineering operations.
- Developed CAD standards, departmental operating procedures, modeling and drafting best practices, training materials, and technical documentation.
- Designed and detailed manufacturing, inspection, tooling, and test fixtures with input from Manufacturing Engineering and Metrology.
- Supported product development teams with 2D and 3D design work and participated in design reviews and process-improvement projects.

ADDITIONAL PROFESSIONAL EXPERIENCE

School Bus Monitor

Victor Central Schools | Victor, New York | 2025-Present

- Support student safety and orderly transportation through attentive supervision, clear communication, and consistent application of district procedures.
- Coordinate with drivers and school personnel to respond calmly and appropriately to changing student needs and transportation situations.

Customer Service Agent

Xerox Business Services | Webster, New York | 2013-2014

- Provided high-volume customer and technical support while navigating multiple enterprise applications with speed and accuracy.
- Resolved customer inquiries and product-support issues through professional phone communication and structured troubleshooting.

Level III Technical Operations Specialist

Time Warner Cable | Rochester, New York | 2008-2012

- Initiated programming and workflow changes that reduced an order-entry error rate by approximately 90%.
- Designed a web-based administration interface for an existing diagnostic and troubleshooting toolset using ASP.NET, HTML, .NET, C#, and Ajax.
- Developed management and support tools for repeat-caller analysis, escalation tracking, coaching, and operational reporting.
- Helped expand adoption of the internal toolset to additional divisions within the region.

Team Lead / Tier II Technical Support Specialist

Citizens / Frontier | Rochester, New York | 2000-2007

- Provided advanced technical support, handled escalated customer issues, mentored peers, and promoted consistent troubleshooting practices.
- Created an HTML-based support utility that helped staff visualize customer interfaces and provide clearer technical guidance.
- Promoted to team lead within four months based on technical knowledge, support performance, and leadership.

EDUCATION & CERTIFICATIONS

Autodesk Inventor Certified Professional | Autodesk University | November 2017

CADD Certificate Program | Monroe Community College | May 2016

Certified SOLIDWORKS Associate | Dassault Systèmes | April 2016

High School Diploma | East High School | 1992

TECHNICAL ENVIRONMENT

Autodesk Vault • Autodesk Inventor • AutoCAD • SolidWorks • Mastercam • Esprit • PDQ Deploy • Active Directory • Group Policy • Hyper-V • Windows 10/11 • Microsoft Office • GD&T • Blueprint Reading • 3D Printing • Technical Documentation • CAD Standards • Desktop and User Support