**THOMAS BUTLER**

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# Target: IT Help Desk

***Specializes in problem solving, high attention to detail, and exceptional client service***

* 7+ years of experience in the Maintenance & Hospitality industry with a strong desire to cross-transfer skills into an entry level IT role. Well known as a troubleshooting expert who repairs, diagnoses, and implements solutions.
* Thrive in a fast-paced, always changing environments, absorb new information quickly and execute at a high level due to effectively managing time and proactively seeking to understand.
* High emotional intelligence and great communication skills; communicate with merchants, third party vendors and cross-functional partners efficiently, professionally and confidently.
* Excellent interpersonal communication skills (verbal, written and listening) and ability to build authentic relationships at all levels of the customer service cycle.
* Create, dig into and use data and insights to identify opportunities to improve speed, quality, efficiency, effectiveness and customer experience.

**CORE QUALIFICATIONS**

**Customer Support | Problem Solving | Root Analysis | Data Analytics | Process Improvement | Team Collaboration**

**Vendor Relations | Cost Optimization | Risk Mitigation | Policy Formulation | Emotional Intelligence**

**PROFESSIONAL WORK EXPERIENCE**

**Long Beach City College |** Long Beach, CA

**Facility Custodial Worker** (August 2017 to Present)

Perform skilled tasks independently and as part of a regular maintenance crew for Long Beach City College. Spearhead all operations for the maintenance and repair of buildings and related facilities and equipment using tools of the trade.

* Manage a variety of functions including repairing appliances, disposals, pumps, heating systems, interior lighting, soldering and pipefitting, furniture and window treatment repair, installation and replacement, e- electronic lock installation, general maintenance, and repairs.
* Demonstrated ability to provide excellent customer service, including greeting the customers, completing work in a professional, cooperative manner, and providing a solution and estimated time for repairs.
* Communicate effectively with people of many diverse backgrounds, including students, staff, faculty, and guests.

**Tavern on 2 |** Belmont Shore, CA

**Kitchen Manager** (August 2012 to August 2017)

Spearheaded all hospitality operations including training, sales, management, POS systems, and inventory to deliver outstanding customer service for customers daily.

* Managed all business operations to include, but not limited to, guest service standards and initiatives, product quality, cost controls and overall profitability, marketing initiatives, systems use and management, budgeting and forecasting, department management, policy and procedure implementation and enforcement and meeting participation and facilitation.
* Directed all POS system operations including investigating and resolving complex technical troubleshooting cases to diagnose and remediate failure points.
* Revamped technology/payment infrastructures through cross-functional collaboration with company stakeholders to determine business objectives and technology requirements.

**EDUCATION**

**Associate of Arts, Recording Technology** | Philadelphia Community College