**Anthony “Tony” Thatcher**

**Tonythatcher2002@gmail.com**

**(925) 681-9452**

**Skills:**

**·** Customer Service

· Cash Management

· Microsoft Office System

· Creating wireless Domain Networks

· P.C systems monitoring and maintenance

Windows Server Operating System

Windows 7/8/10 operating system

**Education:**

**Heald College, Concord, CA -**

**· Associate in Applied Science degree in Computer Information Technology - April 2004**

**· Associate in Applied Science degree in MSCE- October 2004**

**· Associate in Applied Science degree in CISCO- April 2005**

**Ygnacio Valley High School-**

**High School diploma- June 2002**

**Professional Certifications:**

**· A+ Certification**

**· Google IT Support Specialist (inprogress)**

**Work Experience**

**Ross Stores- 4/1/2019-Present**

**Retail Sales Assiocate**

**Unloaded truck Delivery, stocked the sales floor with the shipment. Assisted customers finding products.**

**KellyMoore Paints 10/17/2017-01/09/19**

**Inside Sales**

**Assisted customers with getting there paint orders ready, stocked the floor with supplies. Assisted with incoming product.**

**Sams Club 3/16/17-8/29/17**

**Tire Tech**

**Installed and mounted tires on customer vehicles, rotated and balanced upon request. Did basic battery installation. Wrote up work orders in the lobby and assisted customers.**

**JC Penney Concord, CA 8-26-14- present**

**Sales associate/IT**

**Ring up customers in fast and friendly manner. Assisted with inventory control. Assisted with closing procedures**

**General Machine maintenance**

**Hobby Lobby Concord,CA 4/24/2014 6/6/2014**

**Assisted with opening up new store**

**Carl’s Jr. June 2010-April 2014**

**Working to provide excellent customer service by efficiently managing customer orders; cash/credit management; food preparation and clean up.**

**Carls Jr. August 2005-2011**

**Working to provide excellent customer service by efficiently managing customer orders; cash/credit management; food preparation and clean up.**

**Boy Scouts of America, Camp Wolfeboro, Angles Camp, CA --June 2002 to August 2002**

**· Helped ensure scout satisfaction through mentorship and counseling.**

**· Helped in many different capacities ranging from cleaning to overall maintenance of camp.**

**Volunteer Experience:**

**Heald College, Concord, CA- IT Technician (during breaks) 10/2003 and 1/2004**

**· Rearranged inventory to ensure student satisfaction**

**· Installed and upgraded PC software and hardware**

**· Collaborated with other departments to help with student programs**

**Olympic High School- 9/2004-11/2004- IT Technician**

**References available:**

**Christie Sullivan 1-510-368-001 Operations manager at JCPenny**

**Georgian Young- 925-768-8083 Family friend**

**Skip Weinstock- 925-366-3630 -Olympic High School, Student Services**