**Kerwin Thompson**

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| **Desktop Support Technician** | |
| Seasoned IT professional transitioning to a customer service and desktop support role to offer convenience from a home environment. With 5 years in the IT sector and an impressive 9-year stint as High School teacher and Systems Administrator, I've developed a unique combination of technological proficiency and a strong understanding of user needs. My background in providing exceptional customer service and effective desktop support equips me with the ability to establish efficient communication channels and deliver superb service, bridging the gap between complex technology and users. Now focusing on remote opportunities, I am eager to apply my problem-solving skills and customer-focused approach to create lasting positive experiences for users from the comfort of my home. | |
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| **WORK EXPERIENCE** | |
| **System Administrator** | |
| Caribbean Union College | 2019 – 2023 |
| * Leveraged my skills to provide top-tier remote technical support for an online school platform, ensuring seamless registration and usage for users. * Significantly enhanced attendance tracking accuracy by 30%, while also reducing administrative burden by 40%, through the successful development of an advanced record management system. This not only streamlined processes but also improved overall operational efficiency. * Showcased exceptional technical expertise in creating an intuitive interface, which boosted user adoption by 20%. Consistently maintained the platform with a near-perfect uptime of 99%, leading to a 15% boost in overall system performance. | |
| **IT Administrator** | |
| Caribbean Union College | 2016 – 2019 |
| * Led the initiative to implement a cutting-edge ICT infrastructure, which resulted in a striking productivity increase of 50%. * Enriched our database system with integrated financial recordkeeping capabilities, which dramatically reduced the workload for the accounts department by 70%. * Took the lead in designing and implementing an online registration website, which boosted administrative productivity by an estimated 80%, reduced paper costs by 20%, and trimmed down registration time by 60%. | |
| **EDUCATION AND TRAINING** | |
| **Practicum US**  Software Engineering Certification | 2022 – 2023 |
| **University of Hertfordshire, Hatfield, Hertfordshire**  Bachelor of Science in Information Technology, 1st Class Honours | 2016 – 2018 |
| **University of Trinidad and Tobago** Advanced Diploma in Electronics Engineering Technology | 2003 – 2005 |