

Thomas Strohl

Computer Programmer With a Strong Knack for Problem Solving

Easton, PA 18045

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Professional Summary

Computer Programmer with a strong knack for problem-solving, always thinking outside of the box to find ways to increase efficiency, reduce redundancy, and create an overall better environment for workers and customers alike, no matter the job.

Authorized to work in the US for any employer

Work Experience

Front Desk Agent

Courtyard by Marriott Bethlehem/Easton-Bethlehem, PA

January 2025 to Present

- Managed guest reservations, including check-ins, check-outs, and room assignments, ensuring smooth daily operations
- Delivered accurate information on hotel facilities, services, and local attractions to enhance the guest experience
- Resolved guest inquiries and issues promptly and professionally, maintaining high levels of satisfaction
- Processed cash transactions for room charges, deposits, and incidentals with accuracy and attention to detail
- Coordinated with housekeeping staff to ensure timely delivery of requested amenities and services to guest rooms
- Served as the team's unofficial IT resource, creating digital tools and reports that boosted productivity and streamlined hotel operations

Coworker

Boscov's Department Store-Easton, PA

May 2024 to December 2024

- Assisted customers in locating merchandise, including men and boys clothing, as well as athletic shoes
- Checked out customers in a timely manner.
- Restocked the floor when needed, keeping everything tidy and presentable.

Makerspace Technician

Coastal Carolina University Kimbel Library-Conway, SC

August 2023 to May 2024

- Operated and maintained various rapid-prototyping technologies, including 3D printing, circuit board manufacturing, and laser cutting.
- Assisted students and faculty with projects, answering questions, and conducting workshops on machine usage.
- Developed "Help Buttons" in Python to alert staff via Discord for assistance requests, improving response times.

Office Associate

Decor Home Furniture and Mattresses-Easton, PA

October 2022 to August 2023

- Assisted customers with financing, payments, and inquiries, while managing paperwork efficiently.
- Streamlined workflow by implementing an organization system for quick document retrieval and created easy access Wi-Fi connections using NFC and QR codes.
- Developed spreadsheets to assist with tax and delivery calculations, simplifying administrative tasks by over 50%.

Tour Guide

Lost River Caverns-Hellertown, PA

March 2022 to October 2022

- Led educational tours, sharing historical and geological insights about the caverns.
- Created a comprehensive training guide and converted an old training DVD to a digital format, significantly improving the on-boarding process for new employees.

Sales Associate

Michaels-Easton, PA

October 2021 to March 2022

Helped customers on the sales floor while keeping shelves neat and stocked. Assisted the Cashiers up front if extra hands were needed.

Concessions

Dutch Springs-Nazareth, PA

July 2021 to September 2021

Worked different stations in the concessions stand as part of a process to provide food to customers of Dutch Springs. This includes cashiering, making subs, pizzas, burgers, hot dogs, ice cream, and more.

Yard Runner

A.D. Moyer Lumber Inc.-Bethlehem, PA

April 2021 to July 2021

Loaded customers with material purchased in store, ranging from smaller items such as moldings to larger heavy pieces of lumber, concrete, and doors up to 100lbs.

Grill/Cashier

Dairy Queen-Easton, PA

August 2020 to April 2021

Worked both on Grill and Cashier

- Grill - Prepared hot foods for customers when orders were placed, including cooking burgers, frying chicken, and an assortment of other food items, while also making sure the grill area was stocked and clean throughout the shift.
- Cashier - Drive-Thru (indoor dining closed due to COVID-19), which included either taking orders over a headset or taking payments and handing food out to customers, while also keeping the drive-thru area stocked and clean.

Crew - Cash

Chipotle Mexican Grill-Bethlehem, PA

August 2019 to August 2020

Checked out customers at the register, and was responsible for cleaning the front of house, including the dining room, drink area, and bathrooms. Also gained experience with working on the line as well to serve customers.

Education

Biological Science (Associate's degree)

Northampton County Area Community College-Bethlehem, PA

August 2021 to Present

Skills

- Editing
- Retail Sales
- Microsoft Outlook Calendar
- Cashiering
- Management
- Food Preparation
- Administrative experience
- Public Speaking
- AutoCAD
- Communication skills
- Kitchen Experience
- Food Service
- Cleaning Experience
- Grammar Experience
- JavaScript
- Office management
- Phone etiquette
- Clerical experience
- English
- Proofreading
- Human resources
- Office experience
- DocuSign
- Computer Science
- Customer support
- Customer service
- Windows
- Food Safety
- Google Docs
- Python
- POS
- AI

- Google Suite
- Linux
- Microsoft Outlook
- Cooking
- Computer Operation
- Computer skills
- 3D scanner
- Microsoft Word
- Accounting
- Data entry
- Microsoft Powerpoint
- Microsoft Office
- Guest Services
- Fabrication
- Filing
- Organizational skills
- Front Desk
- Microsoft Access
- Cash Handling
- Time Management
- Payroll
- SAP
- Call center
- Typing
- Leadership
- Continuous improvement
- Writing skills
- Microsoft Excel
- Sales
- Presentation Skills

Languages

- English - Fluent

Certifications and Licenses

Driver's License

March 2024 to May 2028