

# Thomas Walton

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I'm Thomas Walton, with a strong background in customer service and I.T., honed through various roles in large retail companies and smaller tech companies. I am proficient in profit tracking, inventory management, diagnostics, documentation, and fostering relationships with customers and coworkers alike. I sought to enhance my skills through Centriq, where I gained expertise in Networking Fundamentals, End-User Support, and programming languages like HTML5, CSS, and C#. My versatile skill set enables effective communication with customers and seamless teamwork in diverse environments.

## EXPERIENCE

### Sales Associate

Oct 2023 - Feb 2024

Vapor Maven

- Open and close cash registers, performing tasks such as counting money, balancing cash drawers, and making deposits.
- Recommend, select, and help locate or obtain merchandise based on customer needs.
- Ensured store compliance with applicable laws, guidelines, and safety regulations.

### IT Hardware Technician

Nov 2021 - May 2023

BStock LLC

- Familiar with major brands including Apple, Dell, Samsung, LG, Vizio, and Microsoft.
- Provide assistance and remedy customer queries over the phone.
- Record test or inspection reports describing results or needed repairs.
- Set up and operate specialized or standard test equipment to diagnose, test, or analyze the performance of electronic components, assemblies, or systems.

### Groundskeeper

May 2020 - Oct 2020

Indian Hills Country Club

- Handled all seasonal grounds work such as snow removal, leaf raking, and mulching.
- Ensured a clean and safe work environment by adhering to safety standards and disposing of debris properly.
- Assisted in upkeep of extremely detailed landscape designs.

### Repair Technician

Oct 2019 - Jan 2020

IResQ

- Conducted diagnostic procedures on Apple iPads to determine root cause of customer problems and provide accurate and timely repairs.
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Worked frequently with AppleOS to complete knowledgeable inspections and skilled repairs.
- Maintained accurate records of repairs, maintenance and parts used.

## **Supervisor**

Jul 2018 - Jan 2019

All American Indoor Sports

- Singularly managed location daily; operated concession stands, balanced operating expenses for participating teams.
- Maintained equipment, facilities, and inventory to increase customer safety and satisfaction across two locations.
- Ability to recognize and resolve conflicts quickly and effectively.
- Excellent communication skills, both verbal and written.

## **Senior Sales Associate**

Feb 2017 - Oct 2022

Aqueous Vapor

- Consistently performed in the top 5% of sales companywide.
- Responsible for the monitoring of inventory shipments, transfers, and sales through a company database.
- Designed attractive product displays on a weekly basis.
- Ensured store compliance with applicable laws, guidelines, and safety regulations.
- Trained, mentored, and supervised sales staff to achieve desired sales performance.

## **EDUCATION**

### **Software Engineering**

Jan 2024 - May 2024 (Expected)

*Centriq*

- Web Development
- C#
- JavaScript
- SQL

### **Information Technology**

Aug 2022 - Feb 2023

*Centriq*

- Service-Level Agreements & Compliance
- Enterprise Ticketing Software
- Cloud Services
- Networking Fundamentals
- End-User Support
- User Education

## **LICENSES & CERTIFICATIONS**

### **Azure Fundamentals**

2023

*Microsoft*