

# Thomas Le



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## LICENSES AND CERTIFICATIONS

- CCNA Routing and Switching
- CCENT

## ADDITIONAL SKILLS

- Troubleshooting
- Cisco Routers
- Network Configuration
- Cisco IOS Commands

## EDUCATION

### ST. DOMINIC SAVIO CATHOLIC HIGH SCHOOL

Austin, TX

High School Diploma (May 2014)

### INFORMATION TECHNOLOGY SYSTEMS, RICHLAND COLLEGE

Dallas, TX

-30 Credit Hours (2017 - Present)

### UNIVERSITY OF TEXAS AT SAN ANTONIO

San Antonio, TX

-44 Credit Hours (2014 - 2016)

## CAREER OBJECTIVE

Seeking the opportunity to work at Cisco after newly acquiring a CCNA certification. I specialize in advanced technology, troubleshooting, and routing. I am innovative, ambitious, and receptive to learning. Am self-driven and passionate to further develop skills in the IT field.

## EXPERIENCE

### SHIFT LEAD

*Red Claws Crab Shack, Dallas, TX / Mar 2019 – Present*

- Leading 10 person team pre-shift meetings, closing duties, and overall supervising floor.
- Trained new hires in the service style of the restaurant.
- Managed guest atmosphere to service standards at a fast-paced restaurant with a high volume of guests.
- Focused on teamwork, multitasking, attention to detail, and guest focus.

### SHIFT LEAD

*Gyu-Kaku, Dallas, TX / Aug 2017 – Jul 2018*

- Recognized as Lead Server with responsibility for overseeing opening / closing duties.
- Assisted colleagues during rush periods to promote teamwork while providing exceptional service and guest dining experience.
- Coaching and mentoring new servers regarding menu items, company policies and procedures.
- Consistently achieved the highest guest satisfaction check averages among servers with 95% average.

## ACTIVITIES

### Youth Group Leader

*Holy Vietnamese Martyrs Catholic Church, Austin, TX / Jan 2017 – Present*

- The Vietnamese Eucharistic Youth Movement is a non-profit organization, under the leadership of the Catholic Church. Its aim is to teach and educate youths in becoming a better person as well as to actively be involved in working for the good of society through charitable services and helping others.