

Thomas Rambo

Aberdeen, MD

trambo1@students.towson.edu | (410) 776-5488

Education

Bachelor of Science in Computer Information Systems

May 2025

Towson University, Towson, MD

- Cumulative GPA: 3.5

Associate of Applied Science in Computer Information Systems

May 2022

Harford Community College, Bel Air, MD

- Cumulative GPA: 3.62

Technical Skills and Certifications

Microsoft: Word, Excel, PowerPoint, OneNote, Teams

Applications: Visual Studio Code, VMware, PuTTY, Wireshark

Coding Languages: Java, HTML, CSS, JavaScript, R, BASH, Python

Mac OS and Windows OS Experience

Apple Certified Repair Technician: Qualified to perform iPhone repairs on the iPhone 6 series, 7 series, SE series, 8 series, X series, 11 series, 12 series, 13 series, 14 series, and 15 series including screen replacements, battery replacements, and camera replacements along with several other repairs.

Samsung Certified Repair Technician: Qualified to perform Samsung phone repairs on all models in the S lineup, Note lineup, Z Flip, and Z Fold lineup/s including screen replacements, battery replacements, and camera replacements along with several other repairs.

Work Experience

Geek Squad Advanced Repair Agent, Best Buy, Bel Air, MD

Sep 2023 – Present

- Handle software repairs and upgrades to Windows XP, Windows 7, Windows 8, Windows 10, and Windows 11 machines along with Mac machines as needed
- Complete data transfers, OS upgrades and restores, password removals, hardware upgrades, and malware removal
- Able to efficiently work on multiple client devices at a given time, as well as keeping clear and concise troubleshooting notes
- Communicating clearly and efficiently with clients to ensure the best service for their needs
- Handle repairs with all Apple iPhones and Samsung phones, including battery, camera, and screen replacements
- Handle escalations regarding Apple, Samsung, and Geek Squad repairs not in-store as well as accurately receiving parts for in-store hardware repairs
- Handling both card and cash transactions of up to \$5,000

Geek Squad Consultation Agent, Best Buy, Bel Air, MD

April 2022 - Sep 2023

- Work based on a quick-based appointment schedule while also balancing dealing with additional walk-in clients
- Coach clients about how to use technology and how to avoid scams and viruses
- Handle minor software repairs and upgrades to Windows and Mac machines along with completing small data transfers, OS upgrades and restores, password removals, hardware upgrades, and malware removal
- Ship and receive parts from Apple and Best Buy's service centers
- Handling both card and cash transactions of up to \$5,000

Sales Associate, Best Buy, Bel Air, MD

May 2021-March 2022

- Directed clients to buy the correct televisions, laptops, and or other accessories
- Collected requirements for client needs and helped get them the correct laptop that would allow them to adapt to their work, school, or personal environment
- Worked as a part of the sales team to help all customers in the store and was able to address all the client needs in any part of the store
- Sold laptops, televisions, printers, routers, and even appliances and accurately described the pros and cons of the store's products
- Handling both card and cash transactions of up to \$5,000

Achievements

Dean's List at Towson University

Spring 2024

Geek Squad MVP, Best Buy, Bel Air, MD

August 2022

Eagle Scout Award

July 2020

National Youth Leadership Training

May 2018

Clifton Strengths

Woo | Communication | Positivity | Belief | Strategy