

# Thomas Rambo

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## 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

## Achievements

Dean's List at Towson University

Spring 2024

Eagle Scout Award

July 2020

National Youth Leadership Training

May 2018