**Tommy Thompson**

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# Summary

I am an Audio Engineer with over 9 years of experience as an AV installer and integrator. I also have 3 years of hands-on experience in data research, reporting, and business intelligence. Followed by a proven track record of delivering accurate, high impact reports and dashboards that drive customer satisfaction, streamline operations, and support strategic initiatives. Skilled in identifying cost saving opportunities and uncovering insights to maximize revenue and profitability. I am known for effectively communicating complex data insights to cross functional teams and executive stakeholders to support customer data that helps to further company growth and development.

# Skills

* Expert in Data Visualizations
* Proficient in Excel
* Excellent problem-solving skills
* Data Management
* Statistical analysis
* **Software:** ServiceNow, MS Office Suite, Microsoft Power BI, Slack, Monday, Zoom, Royal TSX, Domotz, Glean, ServiceNow, Extron Toolbelt.

**Work Experience**

# IT Applications Support Engineer

*eBay – Austin Texas (Onsite)*

*May 2025- Current*

* Gather and analyze performance metrics to support continuous improvement for Change Management.
* For finance related projects, the plan drives the plan to ensure that new features and functionality are supported by the team upon go live.
* Monitors and maintain operational readiness of EA system and provide 24/7 support on as needed basis.
* Provide Level 2 Incident Management support for the EA modules with a goal of meeting Business service levels.
* Take ownership of critical issues, enlist proper representation from other IT support terms and drive towards resolution.
* Resolve EA functional errors as identified by Business Partners; include reviewing business process and EA document workflows to identify cause and recommend corrective actions.
* Debug and resolve production support or business process issues, including time estimates for corrective action, to meet the customer service level agreements. Includes identifying root cause and reporting of problem resolution.
* Meet with Business Partners to gather information and prioritize reported defects for submission to Development for resolution.
* Identify opportunities for system enhancements that will deliver enhanced functionality and/or simplify system administration.
* Develop and refine work plans for changes (including defects fixes, enhancements and/or configuration changes) to EA. Configure and test changes to the system.
* Coordinate for the promotion of code/configuration changes to the production environment after Quality Control and User Acceptance sign-off.
* Ensure proper operational monitoring and reporting to ensure 24x7 availability of our enterprise systems.

# Data Analyst | AV Engineer

*Christian House of Prayer Ministries (C.H.O.P.) - Killeen, Texas (Onsite)*

*Feb. 2022 – April 2025*

* Conducted market research and developed strategies tailored to the company’s wants and needs.
* Collected, cleaned, and integrated large datasets from **Excel** and CSV sources to support cross-functional analysis.
* Transformed and modeled data to ensure integrity and usability for executive reporting helping to make critical business decisions.
* Designed interactive dashboards and reports in Power BI**,** reducing reporting time by 40% and improving data visibility.
* Leveraged advanced Excel functions to streamline data preparation and analysis.
* Identified key trends and customer behavior patterns, leading to a 80% improvement in customer retention strategy.
* Presented actionable insights and visual reports to executive leadership and board members, influencing strategic planning.

# A/V Engineer

*Geek Squad (Best Buy) – Killeen, Texas (Onsite)*

*Apr. 2016 – Feb. 2022*

* Completed conference Room installs using QSC, Polycom, Logi, and Crestron equipment.
* Configured Zoom configurations for customer meetings.
* Troubleshoot video conferencing equipment and maintenance equipment.
* Completed site surveys for white glove clients.
* Facilitated conflict resolution and negotiated mutually beneficial agreements, promoting win-win outcomes, and resolving misunderstandings among stakeholders.
* Completed analytics for the current business plan to identify inefficiencies in operational processes, utilizing Excel and Power BI.
* Collaborated with cross functional teams to conduct comprehensive discoveries and due diligence on existing processes, ensuring alignment with organizational goals.
* Utilized various tools to test and repair system circuit boards to the component level, ensuring optimal performance and functionality.
* Lead monthly training sessions for a team of 15 members, providing instruction on new procedures and techniques to enhance skills and knowledge.
* Installed Access Points and configured VLANs for both business and residential clients.
* Installed Sonance VC60R volume controls for customized audio solutions.
* Installed complete audio systems across client facilities, ensuring seamless integration and high-quality performance.
* Installed and maintenance multi room A/V monitors and speakers.

**Education**

**Full Sail University**

Master of Business Technologies (Business Intelligence)

Projected Graduation: November 2025

**Full Sail University**

Bachelor of Science (Audio Production)

November 2024

# Certification

Extron Control Specialist Certification (July 2025)

Extron AV Associate Certification (June 2025)

Focusrite RedNet Core Networking Certification (May 2024)

Microsoft Career Essentials in Business Analysis (January 2025)

Azure Governance & Compliance (January 2025)

Atlassian IT Service Desk: Service Management (January 2025)

Microsoft Power BI Essential (January 2025)

Azure Fundamentals (January 2025)

**References provided upon request**