

Lloyd Thomas

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SKILLS SUMMARY

- **Technical:** system and network administration, project management, technical support, 5+ years IT experience
- **Non-technical:** customer service, communication, time management, attention to detail, and organization

WORK EXPERIENCE

IT Support Intern, Highline College, Des Moines, WA

June 2014 – Aug. 2014

- Performed disk imaging and system deployment
- Troubleshoot and resolved system issues

Community and Leadership Consultant

Sept. 2012 – June 2013

Highline College, Des Moines, WA

- Trained student leaders and facilitated clubs' administration
- Contributed to startup of about 30 student clubs

IT/Administrative Support Specialist

Mar. 2011 – June 2013

Seni Nursing Assistant Training Center, Seattle, WA

- Resolved technical hardware and network issues to improve employee productivity
- Performed data entry within Microsoft Excel for student enrollment to improve information retrieval

PROJECTS

Project Manager and Analyst, LPT Consulting Startup Development (Master's Capstone)

Jan. – June 2017

Capstone project in fulfillment of the requirements for Degree of Master of Science. Currently developing website, business and marketing plans for a consulting startup of which I am founder.

- Currently serving as a project manager and research analyst for the startup
- Research planning, analysis and definition of results
- Developing website, business and marketing plans

Project Manager/Systems Analyst, Information Architecture for Business Travel App

Sept. – Dec. 2015

- Served as project manager/systems analyst in a team of six and coordinated project activities
- Developed project plan, and followed through with team members for assigned deliverables
- Contributed to delivering project successfully within time frame
- **Tools used:** Optimal Sort, Balsamiq, Slickplan, Visio
- **Skills acquired:** project planning/coordination, collaboration, communication, analysis, and problem solving

Systems Analyst, IT Solutions for Small Businesses (Senior Capstone)

Jan. – March 2015

Senior project in fulfillment of the requirements for the Degree of Bachelor of Science. Modeled the processes involved for a web-based solution for small to medium sized businesses (SMBs) IT service requests

- Served as project manager/systems analyst in a team of three and coordinated/analyzed project activities/deliverables
- Performed requirements analysis, managed project scope and designed business process models
- **Tools used:** Visio, WordPress, Excel
- **Skills acquired:** project planning / analysis, change management, communication, and collaboration

EDUCATION

University of Washington, Information School, Seattle, WA

June 2017

Master of Science in Information Management with emphasis in Consulting

University of Washington, Institute of Technology, Tacoma, WA

June 2015

Bachelor of Science, Information Technology

ACTIVITIES/AWARDS/HONORS

- **Member,** Association of Information Management Students (AiMS) **Sept. 2015 – Present**
- **Volunteer,** Microsoft Alumni Network Annual Reunion **Oct. 7, 2016**
- **Published author,** Managing remittances for economic development in developing countries **June 2015**
published at: http://digitalcommons.tacoma.uw.edu/gh_theses/