Lloyd Thomas

SeaTac, WA 98198 | pthomaslloyd@gmail.com | 206.890.3301 | linkedin.com/in/lthomas61

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
- Troubleshot 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/