



Thomas S. Shortall

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 4438 Thorncroft Dr,
Glen Allen Virginia,
23060

SKILLS

- Problem Solving
- Interpersonal Communication
- Collaboration
- Fast Learner
- Critical Thinking
- Adaptability
- Active Listener

EDUCATION

Bachelor of Applied Mathematics

Virginia Commonwealth
University, Richmond, Va.
2012 - 2019

Associates Degree of Computer Science

Piedmont Virginia
Community College,
Charlottesville Va.
2008 - 2011

Associates Degree of Engineering

Piedmont Virginia
Community College,
Charlottesville Va
2008 - 2011

OBJECTIVE

Goal oriented individual who thrives in a team setting to tackle difficult tasks. Looking to use my experience in a fast paced, customer service oriented career. Fast learner with a background in computer science, looking to learn new skills to further my tech career.

Technical Skills

- Proficient in languages such as Java, Java Script, CSS, HTML; familiar with C++, C#, MySQL
- Software: Visual Studio, MS Office, AutoCAD, Eclipse, Sage, Maple, MySQL Workbench
- Writing technical and business documentation, and communicating with non-technical audiences on technical topics
- Familiarity with Agile Project management and Scrum.
- Familiar with requirement gathering, application design, and implementation.
- Experienced with Windows, including reformatting and installation
- Planned out and built computers based on customer specifications and budget.
- Diagnosis, research, and resolution of hardware/software issues

EXPERIENCE

Assistant Manager

Domino's Pizza, Charlottesville Va, October 2005-November 2011

Domino's Pizza, Richmond Va, March 2016-Present

- Counted, ordered and maintained inventory
- Managed and prioritized large amounts of tasks over limited time
- Delegated tasks to team members in order of importance
- Used hire-score, rapid-hire to effectively hire new team members.
- Maintained friendly relations with coworkers and customers.
- De-escalated situations and resolving the core-problems of customers