TANNER TOMPKINS

IT SUPPORT SPECIALIST

CONTACT

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Edmond, OK 🏠

www.LinkedIn.com/ 💼

EDUCATION

UNIVERSITY OF CENTRAL OKLAHOMA

B.S., General Studies

ACADEMIC FOCUS:
Information systems, Cybersecurity
and Digital Marketing

SKILLS

- ❖ TeamDynamix (ITSM)
- ❖ Active Directory Support
- ❖ Virtualization
- ❖ HTML, CSS, Java
- ❖ Windows/MacOS
/iOS/Android support

CERTIFICATIONS

- ✓ ISC2 Certified in Cybersecurity
- ✓ CompTIA ITF+

PROFESSIONAL EXPERIENCE

IT Service Desk | Technical
University of Central Oklahoma | 2025 - Present

- Provide walk-up, phone, and ticket-based support for account access, device issues, and common campus technology problems to faculty and students.
- Document troubleshooting, categorization, and resolutions of issues in TeamDynamix (IT Service Management)
- Managed Active Directory account operations, modifying user access, maintaining security groups, and troubleshooting authentication issues to ensure secure and reliable access.

Personal Banker II
Vio Bank (MidFirst Bank) | Apr 2023 - Apr 2024

- Supported customers with account needs and secure digital access, including online banking troubleshooting and password recovery.
- Assisted with account security concerns, including suspected fraud, potential account compromises, and unauthorized transactions, guiding them through protective measures and digital account recovery.

Project Manager (Real Estate)
ATC Investments | 2021 - 2023

- Coordinated residential improvement projects to enhance property value.
- Managed contractors, schedules, budgets, and client communication.
- Tracked project status and finances using Excel and maintained organized documentation.

PERSONAL PROJECTS

(tannertompkins.net) — Portfolio Website

- Built and maintain a personal portfolio showcasing IT experience, web work, and selected projects.

(Loqi.GG) — Content Creation + Web Project

- Created and manage a personal brand project that combines web development with social media content production and video editing.