

Thomas Campbell

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## **Education**

**North Carolina State University**, Raleigh, NC

B.A. In Communication Concentration in Media, 2011

**Wake Technical Community College**, Raleigh, NC

A.A., 2009

## **Work Experience**

**Etix**, Henderson, NC

Part-Time Technical Operations Specialist (August 2017-Current)

- Set up and test all box office equipment used by our 1800+ clients in field, including point of sale terminals, ticket printers and ticket scanners
- Manage tracking, organization and fulfillment of incoming equipment invoices and internal requests
- Adhere to strict shipping schedule, making sure all invoices are fulfilled accurately and all equipment arrives to our clients on time and on budget
- Perform routine troubleshooting, maintenance and repairs for hardware and software
- Maintain inventory database by keeping excellent records, including check-ins, check-outs, and asset tracking of over 5500 pieces of rental equipment
- Complete software installations and updates for client computers as needed

**Mini City Media**, Raleigh NC

Assistant Manager (February 2016- August 2017)

Online Book Clerk (March 2015- February 2016)

- Oversaw a team to ensure efficient and accurate shipping of 40-100+ domestic and international orders daily
- Evaluated and purchased profitable inventory acquisitions for the company, securing buys for the company exceeding \$5,000+
- Processed incoming inventory including but limited to books, text books, CDs, DVDs, LPs, and other media within an inventory management program
- Accurately listed merchandise and wrote product descriptions for online retailers like eBay, Amazon, AbeBooks, and Alibris and grew sales through continual optimization of product listings

- Managed FBA Inventory with over 40,000 products
- Handled office management duties, including but not limited to: Maintaining a safe and organized warehouse, driving and maintaining company vehicles, and managing and ordering office supplies for multiple retail and office locations
- Trained new staff on warehouse management best practices, inventory purchasing, customer service, and online marketplace listing
- Ensured 100% customer satisfaction by responding to customer emails within a 24-hour period, including overtime and weekend hours
- Handled internal accounting responsibilities, ensuring all bills were paid on-time; expert using Quickbooks for check writing and deposits

### **Regions Bank, Raleigh, NC**

Teller I, 2013- March 2015

- Handled deposits, withdrawals, money orders, cashier's checks, and credit card advances
- Fielded incoming phone calls to branch and direct or assist as needed
- Ensured a high level of security and confidentiality for customers and bank personnel
- Balanced cash drawers and bank vault daily
- Referred sales opportunities to platform associates
- Managed branch marketing materials and signage as marketing coordinator
- Performed data entry services regarding clients accounts and transactions
- Responsible for daily general ledger reconcilements
- Received Teller Peer Pat of the Week recognition for outstanding flexibility and teamwork

### **Triangle ArtWorks, Raleigh, NC**

Intern, 2011

- Conducted research of arts organizations to create context for Triangle ArtWorks' mission
- Researched grant opportunities for funding
- Managed website's listings of film and music organizations in NC
- Attended board and committee meetings
- Met with arts and civic leaders to promote awareness of Triangle ArtWorks

### **Domino's Pizza, Cary & Raleigh, NC**

Delivery Expert, 2006-2013

- Provided an excellent customer experience on the road, in store, and on the phone
- Closely followed company and health department regulations to ensure a safe and clean work environment

**Kerr Drug**, Cary & Raleigh, NC

Cashier, Pharmacy Delivery Driver, 2005

- Managed pharmacy deliveries with a high level of confidentiality for three stores
- Operated company vehicle and expenses in a safe and responsible manner