

# Thomas-Shane Trippe

Birmingham, Alabama | thtrippe0@gmail.com | 659-273-2377

**Objective:** Motivated and dependable IT support professional with hands-on experience in hardware deployment, device imaging, and end-user assistance. Skilled in troubleshooting basic technical issues, setting up PCs and peripherals, and delivering excellent customer service. Brings over 4 years of experience in roles that demanded strong attention to detail, reliability, and professionalism—qualities now applied to supporting technology environments and users with confidence.

## EDUCATION

### Full Sail University

Winter Park, Florida

*Bachelor of Science in Cybersecurity | GPA: 3.84*

*Graduating September 2025*

- **Relevant Coursework:** Cryptography, Threat Protection, Cybercrime, Threat Intelligence and Defense, Incident Response, Security Compliance, Identity and Access Management, Software Security, Network Security and Software, Securing Systems and Data, Data Visualization, Information Assurance and Compliance, Penetration Testing.

### Full Sail University

Winter Park, Florida

*Associate of Science in Information Technology | GPA: 3.71*

*Graduated April 2024*

- **Relevant Coursework:** Computer Operating Systems, Networking Technologies, Virtual Computing, Information Security, System Scripting Fundamentals, Application Servers, Cloud Networking, Configuration Management Programming.

### Faulkner University

Montgomery, Alabama

*Bachelor of Science in Criminal Justice | GPA: 3.48*

*Incomplete*

- **Relevant Coursework Completed:** Criminology, Criminal Law, Criminal Procedure, Law Enforcement Operations, Courts and Judicial Process, Corrections and Rehabilitation, Ethics in Criminal Justice, Victimology, Psychology and Criminal Behavior, Sociology of Crime and Deviance, Forensics, Private Security and Asset Protection, Homeland Security, Terrorism & Counterterrorism.

## WORK EXPERIENCE

### TEKsystems, Baptist Health System

Birmingham, Alabama

*Desktop Support Technician*

*March 2025 - Present*

- Support large-scale PC deployment across multiple client locations, imaging and deploying over 3,000 devices and displays using SCCM.
- Executed hands-on setup, BIOS configuration, PXE/USB boot imaging, deployment, and asset tagging.
- Troubleshoot hardware/software issues, perform break/fix tasks on desktops/laptops, and complete printer installations.
- Maintained a high standard of professionalism and technical skill consistent with CompTIA A+ level expectations.

### Allied Universal, Princeton Baptist Medical Center

Birmingham, Alabama

*Security Officer - Armed*

*October 2023 - March 2025*

- Ensured Safety and Security by conducting regular patrols and monitoring security systems, resulting in a reduction in security incidents.
- Respond swiftly to emergencies, including medical crisis, disturbances, and potential threats, effectively de-escalating situations and preventing harm.

- Trained and applied advanced de-escalation techniques in high-stress situations, achieving a high success rate in resolving conflicts without the need for force.

**Securitas Security Services, Dollar General Warehouse**

**Bessemer, Alabama**

*Security Officer*

*December 2022 - May 2023*

- Conducted Regular Patrols of warehouse premises, ensuring safe and secure environment for staff and assets, contributing to a reduction in security incidents.
- Proactively identified and reported potential theft or damage risks, preventing asset losses and contributing to a reduction in inventory shrinkage.
- Monitored security cameras and surveillance systems, detecting suspicious activity and reporting concerns to management, helping prevent theft.

**Security Engineers, PNC Bank**

**Birmingham, Alabama**

*Security Field Supervisor - Armed*

*May 2022 - November 2022*

- Conducted post inspections, performance evaluations, and provided on-the-job training to maintain high operational requirements for client sites such as banks, schools, churches, and factories.
- Oversaw security operations during emergencies, including disturbances, unauthorized access, and safety hazards, ensuring quick resolution.
- Served as the primary point of contact between security personnel, management, and downtown office to address concerns and resolve incidents efficiently.

**Security Engineers, PNC Bank**

**Irondale, Alabama**

*Security Officer - Armed*

*October 2021 - November 2022*

- Secured bank premises and protected financial assets, preventing theft and ensuring the safety of employees and customers, contributing to zero-incident record during tenure.
- Effectively deterred criminal activity through visible patrols and vigilant observation, reducing attempted robberies.
- Monitored advanced security systems and surveillance footage, identifying suspicious behavior and preventing security breaches before they occurred.

**CVS Health**

**McCalla, Alabama**

*Shift Supervisor*

*March 2021 - October 2021*

- Led a team of 4 employees per shift, ensuring optimal store performance by delegating tasks, motivating staff, and fostering a positive work environment, resulting in a 10% improvement in customer satisfaction ratings.
- Managed inventory levels by overseeing restocking and shelf organization, ensuring that high-demand items were always available and contributing to a 15% reduction in out-of-stock items.
- Trained and mentored new hires and junior staff on store policies, customer service, and operational procedures, reducing onboarding time by 20% and improving overall team efficiency.

**Dollar General**

**Pleasant Grove, Alabama**

*Assistant Store Manager*

*January 2020 - July 2020*

- Oversaw daily store operations, ensuring smooth functioning and adherence to company standards, which led to a 15% improvement in operational efficiency during my tenure.
- Managed and motivated a team of 9 employees, providing hands-on training and development to improve team performance, resulting in a 20% increase in staff productivity.
- Assisted in managing store budgets, effectively controlling costs and reducing unnecessary expenses by 15%, which contributed to improved overall store profitability.

**Dollar General**

**Pleasant Grove, Alabama**

*Lead Sales Associate*

*March 2019 - January 2020*

- Assisted in supervising a team of associates, delegating tasks, and providing guidance during shifts, resulting in a 15% improvement in team productivity and efficiency.
- Maintained stock levels by efficiently restocking shelves and managing inventory, reducing out-of-stock items and ensuring product availability for customers.

- Handled cash register operations with 100% accuracy, including daily cash reconciliation, deposits, and balancing tills, reducing discrepancies and ensuring smooth financial operations.

## **SKILLS & INTERESTS**

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**Technical Skills:** PC Imaging (SCCM, USB/PXE Boot), Hardware Deployment & Setup, Windows 10/11 Installation & Support, Printer Setup, Basic Networking, Device Troubleshooting, End-User Support, Peripheral Configuration, Ticketing Systems (familiar), Break/Fix Repairs.

**Professional Skills:** Strong Customer Service, Verbal and Written Communication, Attention to Detail, Time Management, Adaptability, Team Collaboration, Incident Response Support, Conflict De-escalation, Reliable Under Pressure.

**Certifications & Training:** CompTIA A+ (In Progress), CompTIA Security+ (In Progress), CompTIA Network+ (In Progress)

**Languages:** English

**Interests:**

- Expanding hands-on experience in hardware, software, and user support.  
Building foundational skills in networking, system administration, and IT security.
- Developing professional-level troubleshooting and diagnostic skills.  
Pursuing IT certifications to grow in technical knowledge (CompTIA, Microsoft, etc.).
- Supporting teams and users in enterprise environments with professionalism and efficiency.
- Learning to automate repetitive tasks with basic scripting (PowerShell, Bash, etc.).

**Passionate about:**

- Providing dependable, hands-on IT support to staff and teams in high-demand environments such as healthcare, corporate, or public sector settings.
- Ensuring smooth day-to-day operations by deploying, maintaining, and troubleshooting devices and systems with a customer-first mindset.
- Building strong working relationships with end users, offering approachable and effective tech support that boosts productivity and trust.
- Learning and adapting quickly to new technologies, tools, and best practices in IT support and infrastructure.  
Growing into a well-rounded IT professional by continuously developing technical skills and pursuing certifications.
- Helping teams operate efficiently by resolving technical issues promptly and contributing to a positive and secure digital environment.