

# Tom Pickren

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## **Education**

### **University of Michigan**

Currently in Junior year.

### **Schoolcraft College**

Associates Degree in Liberal Arts, June 2014.

### **Northville High School**

High School Diploma, June 2011.

## **Work History**

### **Technical Office Assistant**

#### **University of Michigan, Office of University Development (06/15 - Present)**

- Serve as a bridge between web development team and IT department.
- Process requests for adding, editing, and removing funds on the online giving website.
- Build and deploy conference call carts.
- Program wallboard kiosk to automatically open BlueJeans call at a set time for daily stand-up meetings.
- Collaborate with a team to brainstorm and problem-solve.
- Learn and operate internal systems and databases such as Jira, Servicelink, Miworkspace, and DART.
- Assist in Giving Blue Day "War room" set up involving conference phones, audio/visual laptop, TV cart and extra routers; work closely with the Gift and Records Administration team.
- Maintain Leaders and Best online giving website usage analytics.
- Survey and replace various equipment in office.
- Update databases and spreadsheets accurately.

## **Computer Page**

### **Northville District Library (08/2013 – Present)**

- Assist general public and staff with computer needs, wireless internet, personal laptops, printers, scanners, library catalogs, projectors, and microfilm readers.
- Run extended one on one tutoring sessions.
- Assist in testing visitor card software built by IT page.
- Train new hires in policies, procedures, and day-to-day operations.
- Assist librarians and technology coordinator as needed.
- Process old and new materials and add them to the collection.

## **Student Aid**

### **Schoolcraft College (05/2013 – 12/2014)**

- Assist students and professors with operating computers, windows based programs, scanners, copy machines, printers, and wireless internet.
- Check-in and verify students with student status verification software.
- Train new hires in policies, procedures, and day-to-day operations.
- Answer phones and give accurate directions and information about the school and campus.
- Assist professors in any projects as requested.
- File and distribute homework to students.

## **Skills**

- Strong interpersonal skills, excels in self-discipline/effectively applying skills.
- Successful track record for learning new skills, technologies, and fostering teamwork between coworkers, management, students, and patrons.
- High concern for quality, attention to details, and customer service.
- Laid-back and easy to be around.
- Competent in: Windows, Mac OS, MS Office Suite, Adobe Photoshop, Ableton Live, Workflows, and SAM.