


Thomas Kleinknecht

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SKILLS

- Hardware and software troubleshooting
- Operating Systems: Windows 7, Windows 10, MacOS Ventura
- Customer service excellence
- Programming languages: Swift, Kotlin, HTML, CSS, JavaScript
- Databases: MySQL, Microsoft SQL Server 2012/2017

EDUCATION

University of North Carolina at Pembroke, Pembroke, NC - *Bachelor of Science - Information Technology (Magna Cum Laude)*. GPA: 3.6. August 2018 - May 2022.

- Graduated with honors, showcasing dedication and a strong work ethic.
- Completed comprehensive curriculum focused on programming, operating systems, general hardware, and Linux courses.
- Actively involved in extracurricular activities, highlighting commitment to excellence and thriving in collaborative environments.

EXPERIENCE

Grover Gaming, Greenville, NC - *Technical Support Tier 1* - July 2022 – February 2023. 40 hours per week.

- Collaborated with technicians and customers to troubleshoot hardware and software issues, providing prompt resolutions via phone calls and emails.
- Assisted technicians with inquiries and provided technical guidance.
- Proficient in SQL Database for retrieving essential information.
- Demonstrated expertise with Windows operating systems.
- Created documentation and revised procedures for the deployment department.
- Maintained effective communication with technicians, distributors, account representatives, and team members.