**Theodore John Thomas**

80 Autran Avenue  
North Andover, MA  01845  
(978) 494-0721  
tthomas292@me.com

professional Summary

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|  | Entry level IT professional with more than 1 year of hands on and remote support experience in a demanding, fast-paced environment. Adept at troubleshooting issues on both Mac and Windows platforms, including recent experience with Windows 8. Proven ability to provide excellent customer service and to learn and adapt to new technology quickly. |

EXPERIENCE

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| Sep 11- Jan 13 | Technical Support Specialist,  Student Computing Services at Hofstra University  Hempstead, NY  25 hrs./week   * First line technical support for 10,000 students * Supported students who contacted the helpdesk in person and over the phone. * Supported student laptops and desktops (50/50 Mac/PC) * Supported student computer labs and classroom workstations (80/20 PC/Mac) * Occasional smartphone and tablet support (iPhone, Android, iPad, and Blackberry: setting up Wi-Fi accounts and setting up Google Apps accounts) * Assisted students with changing their Hofstra network passwords, setting up devices for use on the Hofstra networks, accessing academic records and other resources through the MyHofstra Portal * Supported PaperCut MF print release stations across campus. * Assisted in first line diagnosis of problems with wireless access points, printing services, and AD logins. Escalated as appropriate. * Primary issues resolved: password resets, disabled login accounts, print release issues, MS Office suite questions and errors, startup issues, installing drivers, and connectivity issues. |
| Jan 12- Dec 12 | Director’s Assistant to Dr. William Hettrick,  Hofstra University Music Department  Hempstead, NY  3 hrs./week  Assistant to Dr. William Hettrick, the most senior faculty member in the Hofstra Music Department. Duties included setting up chairs and stands for rehearsals and concerts for the Hofstra Collegium Musicum, passing out music and papers, and collecting signed forms. |
| Jun 11- Sep 11  Jun 12- Sep 12 | Crew Member,  McDonalds  North Andover, MA  20 hrs./week  Front crew member at North Andover store. Through working at McDonalds, I have learned the meaning of "service with a smile." I don't mind going out of my way when possible to satisfy a customer, whether it be changing their drink choice, giving them extra sauces, or putting in special orders. Duties included taking and filling customer orders on front counter and drive-thru registers, cleaning lobby and restroom areas, and cleaning and stocking behind the counter and in kitchen areas. |

relivant Skillsets

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|  | Languages   * **Basic HTML**   Skill Level: Beginner  Created a non-published website for a high school project. |
|  | Software   * **Microsoft Office**   Skill Level: Advanced  Comfortable using the Office suite for day to day productivity and assisting clients with using the software.   * **Mac OS X**   Skill Level: Intermediate  Have worked with troubleshooting client issues with hardware and software in a cross-platform environment   * **Windows XP/Vista/7/8**   Skill Level: Advanced  Ability to troubleshoot OS errors on boot, network logins, connectivity, program compatibility, and other issues. Have been using Windows 8 since its beta release and am able to assist clients in learning and navigating this new OS and any issues it may present.   * **Computer Repairs and Upgrades**   Skill Level: Intermediate  Successfully replaced the screen and hard drive in my own laptop, have built my own desktop computer, and upgraded RAM and PCI cards in other desktop. |

Education

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| Sep 11 - present | B.S.Ed. Music Education,  Hofstra University  Hempstead, NY |
| Sep 07 – Jun 11 | North Andover High School  North Andover, MA |

References

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| Daniel Ramirez | ResNet Coordinator,  Hofstra University  125K Axinn Library East  200 Hofstra University  Hempstead, NY 11549  (516) 463-5195  Daniel.Ramirez@hofstra.edu |
| Marcelo Menezes | Store Manager,  McDonalds of North Andover  660 Chickering Road  North Andover, MA 01845  (978) 685-9757 |