**Theodore John Thomas**

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

professional Summary

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|  | 1. Advanced knowledge of technology 2. Excellent customer service skills 3. Diligent and hard-working 4. Self-directed, independent learner. |

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 in my parents' desktop |

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 students * 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 * Assisted students with issues encountered while using the Hammer Computer Lab and printing release stations throughout the Hofstra campus. * Assisted in first line diagnosis of problems with wireless access points, printing services, and AD logins. |
| 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 senior most 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 of North Andover  North Andover, MA  20 hrs./week   * Front crew member * Placed and filled orders from customers on front counter and drive-thru registers. * Cleaned lobby and restroom areas. * Cleaned and stocked behind front counter. |

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 |