

Thomas Truong

218 Fiori Drive, Woodbridge, Ontario L4L 5R2

Tel: (647) 282 6392

thomastruong0713@gmail.com

SKILLS

Technical

- Refined experience with building PCs through college and high school courses along with self-taught means
- Basic understanding of how to troubleshoot Windows problems and Windows Server problems through college courses
- Basic understanding of PowerShell and Linux scripting
- Proficient in setting up Windows servers and client machines

Interpersonal

- Efficient in working as a team in a workplace with over 60 people, maintaining a fun yet professional environment in a lighting and furnishing retail store
- Exceptional oral and written communication skills gained from the 14 years of school, through presenting and lab reports
- Outstanding attention to detail to build and wire lighting fixtures to be presented to customers at the lighting and furnishing retail store
- Able to analyze problems with customer when there is a problem with the product handed out to them

EDUCATION

Seneca College

September 2018 - present

Candidate, Honours Bachelor of Technology - Informatics & Security

- Computer Networking and Technical Support

EXPERIENCE

Customer Service/Warehouse/Showroom Management, Union Lightings and Furnishings,
Toronto, Ontario

October 2017 - September 2019

- Analyzed and solved problems at the Customer Service desk and the Pickup Counter when customers have trouble with their product
- Maintained the showroom with exceptional attention to detail allowing the best possible experience for the customers
- Worked together with other warehouse workers to grab the items from stock and deliver them to the customer as soon as possible