

Thomas Kirrane

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Experience

JANUARY 2019 - PRESENT

Freelance, New York NY - Technology Consultant

- Provided value to clients by designing, building, and maintaining custom software solutions
- Assisted customers in the planning stage to maximize the value of solutions
- Worked with a variety of clients, including **BJ's Wholesale Club**, **Polar Global HVAC Systems**, and **ESL Gaming GmbH**

AUGUST 2021 - AUGUST 2022

QuinTxt, Salt Lake City UT - Lead Software Engineer / Head of Information Security

- Assisted in designing, building, and maintaining software solutions according to industry standards
- Managed a small team of software engineers to deliver software in an organized and timely manner.
- Responsible for ensuring the availability, integrity, and security of all products and services the company offered. Maintained compliance with the NIST's Cybersecurity Framework

JUNE 2022 - AUGUST 2022

AVIS Car Rental - SLC Airport, Salt Lake City UT - Customer Service Agent

- Provided excellent customer service and conflict resolution
- Performed various sales responsibilities
- Assisted in cleaning and staging rental vehicles

JANUARY 2019 - AUGUST 2021

BJ's Wholesale Club, Leominster MA - Tire Sales and Service Technician

- Installed, maintained, and repaired passenger and light-duty truck tires according to industry best practices
- Maintained customer relationships through routine service calls and personalized service
- Assisted customers in finding the right products or services for their needs
- Used technical knowledge to identify and resolve issues relating to automotive systems

AUGUST 2017 - JANUARY 2019

BJ's Wholesale Club, Leominster MA - Sales Associate / Front Line Supervisor

- Provided excellent customer service and conflict resolution
- Operated various point-of-sale and customer-relationship-management systems
- Assisted management in employee scheduling and performance reviews
- Performed various janitorial and maintenance tasks

Education

MONTH 2015 - MONTH 2020

Fitchburg High, Fitchburg MA - High School Diploma - 3.75 GPA