

Thomas Strow

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OBJECTIVE

To continue my career in IT with the goal of advancing into roles
with greater technical challenges and responsibilities

QUALIFICATIONS & SKILLS

- CompTIA A+ Certified
 - C-TECH Cabling Technician Certified
Copper & Fiber
 - Microsoft Office Specialist Certified
MS Word/ Excel/ Power Point
 - Customer Service & Engagement
 - Excellent Communication Skills
 - Time Management Skills
 - Adaptable and Dependable
 - Team player and Problem Solver
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EDUCATION

Valley Adult School	Vocational Electronics	08/2013 – 08/2016
Creekside Adult School	Office Services (MS Office 2007)	08/2009 – 08/2010
College of the Redwoods	Multimedia Communications	08/1996 – 08/2002

WORK EXPERIENCE

- Computer Technician** 2/2023 – Present
Alltech Computers, Arroyo Grande, CA
- Work with customers to determine the best solution to keep their computer functioning at optimal levels
 - Perform diagnostics and repairs and optimizations on computers to include:
 - Replacement of hardware, installation and configuration of OS and other software
 - Maintenance of tickets and tasks in ticketing system including invoicing of tickets
 - Performing basic housekeeping duties to maintain a clean and safe working environment
- General Merchandise / Guest Advocate** 07/2021 – 11/2023
Target, Santa Maria, CA
- Delivered an exceptional guest experience by engaging with the guests and prioritizing the guests needs
 - Complete transactions accurately and efficiently while engaging guests in appropriate conversation
 - Stock shelves with new or transferred merchandise
 - Load and unload delivery trucks
- Teachers Assistant / Technical Support** 10/2016 – 02/2019
Valley Adult School, Soledad, CA
- Troubleshooting and solving problems with computer hardware and software issues
 - Assisting students of the Computer Literacy, OSRT, and CRT Vocational classes with completing the course requirements
 - Utilized VBA to develop Access, Excel, Word, and PowerPoint applications
 - Ensured the classroom environment is safe and clean
- Computer Technician & Consultant** 08/2003 – 03/2004
The Computer Doctor, Arcata, CA
- Answering user inquiries regarding computer software or hardware operation to resolve problems
 - Build, test, and modify computers
 - Perform maintenance and repair of both software and hardware
 - Provide guidance to clients regarding technology