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# Romain Tomlinson

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Plainfield, NJ 07063

## SUMMARY

Fast learner, IT professional with a proven track record of managing and maintaining diverse systems and networks. Expertise in troubleshooting hardware and software issues, implementing security protocols, and providing exceptional technical support. Adept at collaborating with cross-functional teams to ensure seamless operations and drive efficiency. Eager to leverage skills and experience to contribute to a dynamic environment. Fantastic at hardware repairs and providing excellent customer service.

## SKILLS

- Microsoft office (5 years)
- Customer Service (2 years)
- Data Entry (2 years)
- HTML 5. CSS (2 year)
- Cybersecurity

- Leadership
- Technical support
- Conflict resolution
- Inventory organization
- Technical troubleshooting

## EXPERIENCE

In-Store Supervisor

AT&T Union, NJ

Asurion/ December 2021 to present

- Provide expertise in the planning, facilitation and organization of coaching initiatives with employee leadership for both frontline and professional employees. Assess needs, plan, develop, coordinate, monitor and evaluate In-Store Staff.
- Create an inclusive environment which embraces and derives value from diversity and change.
- Observe performance and provide coaching sessions, Responsible for providing analysis and reporting on the quality and effectiveness of the technician.
- Responsible for directing Technicians by providing and receiving constructive feedback to address opportunities, course-correct, and drive performance improvement.
- Meets or exceeds key performance objectives that include service and repair metrics as well as customer satisfaction goals.

Technical Consultant

AT&T Bridgewater, NJ

Asurion/ August 2020 to December 2021

- Provide resolution to customer issues relating to equipment problems, including but not limited to operational, maintenance and repair aspects of equipment.
- Repairs smart phones by utilizing tools and processes to triage, determines most effective method to repair, then repairs the device.
- Daily engages with customers face-to-face who are in need of repair and triage and delivers an outstanding customer experience within a retail store.
- Meets or exceeds key performance objectives that include service and repair metrics as well as customer satisfaction goals.

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Supervisor

South Plainfield, NJ

Myunique/ Oct 2018 to May 2020

My duties include:

- Assisting with Customer Problems.
- Emailing Daily Paperwork such as Financial Documents.
- Emailing Inventory information to dispatch and warehouse.
- Opening and closing of store.
- Coordinated with internal departments to maximize operational efficiency across production and administrative areas.
- Established and enforced clear goals to keep all employees on same level and working collaboratively.
- Addressed employee and production issues to determine and implement optimal resolutions, preventing wasted resources and maintaining schedules.

Computer Lab Technician

Lacovia High School Sep 2016 to Jul 2018

My duties include:

- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions.
- Conferred with vendors to obtain replacement hardware or software and escalate more complex concerns.
- Reviewed current hardware and software and recommended modifications to increase system speed.
- Installed software updates and vulnerability patches on windows servers servers to prevent possible threats from penetrating networks.
- Repaired hardware components on networks, including firewalls, routers and storage devices.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Removed malware and viruses from laptops and desktop systems using specialized software.

Sales Representative & Computer Technician

Computer Doc's Jan 2014 to Dec 2014

My duties include:

- Troubleshooting and recommending required parts or upgrades to customers.
- Built and repaired desktop computers according to schedule.
- Identified hardware issues caused by component failures using approved diagnostic tools.

- Updated software versions with patches and new installations to close security loopholes and protect users.
- Upgraded laptops/desktops, improving speed and performance.

## EDUCATION AND TRAINING

BA Computer Science Pending.

Associates Computer Science

Southern New Hampshire University Expected in Aug 2023

## WEBSITES, PORTFOLIOS, PROFILES

- https://www.linkedin.com/in/romain-tomlinson-22799ba5
- https://github.com/theeromi/Cplusplus-Program.
- https://github.com/theeromi/CS-250-SDLC

## CERTIFICATIONS

Computer repairs and servicing Technician (Level 2).

I.T Essentials

Apple Repair Technician Certified.

Samsung level 2 Repair Certified.

WISE Certified.