**Thomas Platt**

Green Bay, WI 54303 | 920-413-0976 |Thomas.platt@nwtc.edu

**SUMMARY OF QUALIFICATIONS**

* Customer service and customer resolution experience
* Strong technical Skills and ability to troubleshoot and solve problems
* Computer Hardware
* Media Communications
* Create new accounts, reset passwords and configuration access to servers.
* Maintain records of communications
* Continuously develop proficient technical knowledge in various systems, hardware, software, and database application to enhance support
* Technical Support Administrator

**EDUCATION**

**Northeast Wisconsin Technical College, Green Bay**, WI

*IT: Computer Specialist, Technical Diploma or Associate Degree*January 2019 – Present

*Relevant Coursework:* IT: Network Essentials, Oral/Interpersonal Communication, IT: Support: Hardware, IT: Support: Helpdesk/User Support, IT: Support: Operating System/Data Com, IT: Support: Software, Business Principles, Technical Reporting, Psychology, IT Document, IT Training

**WORK EXPERIENCE**

**Northeast Wisconsin Technical College, Green Bay**, WI February 2023 – March 2024

* Academic Coaching – Writing Tutor
* Assist students with citations “MLA" “APA" formats
* Assist students of all programs with techniques of writing along with Business Principles, Psychology, Accounting-for Non-Accountants, and English Composition.

**Northeast Wisconsin Technical College, Green Bay**, WI January 2023 – May 2023

* Library Lab Tech Assistant
* Library Circulation
* Checking in or out of laptops and books also answering general questions. Problem solve computer issues to help guide students to a smooth semester of school.
* POSITION SUMMARY Answer reference and library-related questions and instruct in the use of library resources. Provide computer support and instruction to internal/external patrons online, via phone, and within the library. Circulate/shelve materials and equipment, maintain physical collections, and send notices to patrons.
* ESSENTIAL FUNCTIONS Reasonable Accommodations Statement To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.
* Essential Functions Statement(s) · Assist students, staff, and community members with just-in-time help on computers, printers, software packages, audio-visual equipment, and internet applications through chat, text, phone, email and in the library. · Maintain the Library circulation desk to include circulating, discharging, and shelving materials and equipment, sending daily notices, updating patron information, and providing other library services. Open or close library at designated times. · Instruct students, staff, and community members on the use of library services and resources, such as the online catalogs, electronic books, online videos, e-journals, article databases, and interlibrary loan services. Provide reference and research assistance through chat, text, phone, email and in the library. · Perform bibliographic and item catalog changes. Process print and non-print library materials to prepare them for inclusion in library collections. · Maintain order of physical resources and inventory the library collection. Discard older materials per the library’s weeding policy. · Perform daily and monthly tasks as assigned

**Owner**

*Layered Techtures PC Solutions,* Green Bay, WI February 2021 – Present

* Repairing laptops and PCs
* Installation hardware and software
* Motherboard installation and repair

• Partitioning hard drives or replacing

 them, transferring files, installing graphics cards and motherboards

**Disability Leave** 2011 – 2020

* Had some unfortunate medical issues that kept me out of the workforce for 10 years
* I am now to the point where I am able to resume full-time work and look forward to my next venture within the tech industry

**Laborer**

*JC Santy Construction***,** Pulaski WIApril 2006 – July 2011

* Supervised crew members to start or finish job sites
* Trained new workers on lifting forms, and on various concrete construction procedures
* Performed quality checks on new workers performance
* Poured concrete walls and completed flat work
* Set up footing and forms and poured sidewalks, patios, and driveways
* Read blueprints and made calculations to comply with build site regulations

**Printer**

*The Picture People,* Green Bay WISeptember 2003 – January 2007

* Trained new employees
* Handled customer sales and service
* Printed film and developed pictures