



Romain Tomlinson

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SUMMARY

Dynamic IT professional with robust experience in systems administration, specializing in hardware and software troubleshooting, security protocol implementation, and end-to-end network management. Certified in Computer Hardware Repairs and IT Essentials, with advanced WISE Level 2 certification, I bring a detailed understanding of technical repair processes and IT operations management. As a proven leader, I have orchestrated cross-functional teams to enhance system operations, optimize project outcomes, and achieve significant efficiency improvements across complex IT environments.

My technical acumen extends to web development, where I proficiently utilize HTML, CSS, JavaScript, Bootstrap, and PHP to create and maintain engaging, responsive websites. This diverse skill set is showcased in my comprehensive web portfolio at romaintomlinson.com, which highlights my ability to blend technical expertise with creative solutions.

Driven by a passion for continuous learning and excellence in customer service, I excel at delivering top-tier technical support and guidance, ensuring high levels of customer satisfaction and loyalty. I am eager to leverage my extensive technical skills and leadership capabilities in a vibrant and innovative organization that values cutting-edge technology and forward-thinking leadership.

SKILLS

- Microsoft office
- Customer Service
- Mobile Repairs
- Web Development
- Hardware and Network Troubleshooting
- Operating Systems
- Technical support
- Computer Hardware Repairs
- Network Security
- Technical troubleshooting

EXPERIENCE

In-Store Supervisor/Repair Technician

Asurion Union, NJ

August 2020 to present

- Spearhead coaching and development initiatives for both frontline and professional teams, focusing on strategic planning, needs assessment, and the execution of training programs to elevate the competencies of in-store staff.
- Champion a culture of diversity and inclusion, fostering an environment that welcomes change and leverages diverse perspectives to enhance service delivery and team dynamics.
- Conduct detailed performance evaluations and provide tailored coaching sessions, utilizing robust analytical methods to assess and enhance the effectiveness of technicians.
- Direct/ Train and certify technicians, offering constructive feedback and actionable insights to facilitate continuous professional growth and operational excellence.

- Oversee and execute over 200 high-quality repairs annually on Samsung and Apple devices, maintaining strict adherence to OEM standards and ensuring 100% compliance with latest software updates.
- Maintain operational integrity of company equipment, regularly updating systems and software to optimize repair processes and technical outcomes.
- Achieve outstanding customer satisfaction, consistently maintaining a Net Promoter Score (NPS) of over 98% through excellent service delivery and a 100% successful repair rate annually.

System Administrator

Lacovia High School Sep 2016 to Jul 2018

My Technical Support Responsibilities:

- Installed new desktop systems and configured laptops for incoming employees, ensuring the installation of necessary software and granting appropriate server permissions.
- Engaged with vendors to procure replacement hardware or software and escalated more intricate issues.
- Conducted a comprehensive review of current hardware and software configurations, identifying areas for optimization to enhance system performance.
- Installed software updates and vulnerability patches on Windows servers to fortify against potential network breaches.
- Diagnosed and repaired hardware components within networks, including firewalls, routers, and storage devices.
- Provided technical assistance to end-users, troubleshooting software and hardware-related issues to identify the root causes of system malfunctions.
- Utilized specialized software to remove malware and viruses from laptops and desktop systems, ensuring the restoration of system integrity.

Sales Representative & Computer Technician

Computer Doc's Jan 2014 to Dec 2014

My Technical Support and Maintenance duties include:

- Troubleshooting and Recommendations: Identified and resolved technical issues for customers, including recommending necessary hardware upgrades or repairs.
- Desktop Computer Maintenance: Assembled and repaired desktop computers in accordance with established schedules.
- Hardware Diagnostics: Utilized approved diagnostic tools to identify hardware malfunctions caused by component failures.
- Software Updates: Implemented software updates, including patches and new installations, to address security vulnerabilities and enhance user protection.
- Laptop and Desktop Upgrades: Enhanced the performance and speed of laptops and desktops through hardware upgrades.

EDUCATION AND TRAINING

Associate's degree Computer Science
BASC Computer Science Pending 2025
Southern New Hampshire University

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/romain-tomlinson-22799ba5>
- <https://github.com/theeromi/Cplusplus-Program>.
- <https://github.com/theeromi/CS-250-SDLC>
- [Romain Tomlinson](#)

CERTIFICATIONS

Computer Repairs and Servicing Technician (Level 2).
I.T Essentials CompTIA A+
WISE Level 2 Certified.