Romain Tomlinson

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Professional Summary

Senior IT Systems & Web Development professional with extensive experience in enterprise systems administration, PeopleSoft HR/Payroll support, and full-stack development. Proven expertise in infrastructure management, Docker containerization, database administration, and technical troubleshooting. Skilled in both IT operations (Active Directory, Windows Server, networking, NAS administration) and modern development practices (React, Node.js, MongoDB, PostgreSQL, Firebase). Successfully delivered client projects including database recovery, WordPress optimization, and custom web applications. Creator of AI-powered tools like cwr-resumehero.com and active YouTube content creator focused on technical education.

Core Skills

- IT Systems Support & Troubleshooting (Active Directory, PeopleSoft, NAS Administration)
- Full-Stack Web Development (HTML, CSS, JavaScript, React, Node.js, MongoDB, PostgreSQL, Firebase)
- Infrastructure Management (Docker, Self-Hosting, Backup Automation, Server Configuration)
- Database Administration (PostgreSQL, MongoDB, MySQL, WordPress, Database Recovery)
- Network Configuration & Security Protocols
- Systems Installation, Deployment & Maintenance
- API Integration & Discord Bot Development
- Customer Service & Training (98%+ satisfaction ratings)

Professional Experience

Senior Technician, MIS

Newark Board of Education – Central Office | September 2025 – Present

- Provide enterprise-level PeopleSoft HR and Payroll support for 5,000+ district employees, ensuring 99.9% system uptime and accurate data management
- Support critical enterprise platforms including Aesop, Blackboard Mass Notification (BBMN), SFTP scheduling, and Active Directory account management
- Configure and deploy new user accounts across integrated district systems, maintaining security protocols and access controls
- Collaborate with HR, Payroll, and IT leadership to implement secure data import/export processes and mass notification workflows
- Deliver technical support and training to staff, reducing support tickets by 30% through proactive documentation and user education

Freelance Web Developer

Self-Employed | 2024 – Present

- Successfully restored and optimized client WordPress website after catastrophic database failure, recovering all data and improving site performance by 40%
- Perform database troubleshooting, server configuration, WordPress optimization, and custom plugin development for small business clients
- Develop full-stack web applications using React, Node.js, PostgreSQL, and modern deployment practices
- Build and maintain technical education content on YouTube channel "CodeWithRomi" with focus on web development tutorials

In-Store Supervisor / Repair Technician

Asurion – Union, NJ | Aug 2020 – May 2024

- Led coaching and training for technical staff across device repair workflows and customer engagement
- Supervised 200+ successful repairs annually for Apple and Samsung devices, maintaining 100% compliance with OEM guidelines

- Sustained 98%+ Net Promoter Score through high-quality service delivery
- Managed software/hardware updates and optimized repair lab equipment

System Administrator
Lacovia High School – Jamaica | Sep 2016 – Jul 2018

- Deployed and configured new systems for staff, maintaining secure access and optimal performance
- Performed routine maintenance and patching to prevent system vulnerabilities
- Troubleshot firewalls, routers, and endpoints to minimize downtime and maximize efficiency

Education

Bachelor of Applied Science, Computer Science
Southern New Hampshire University | 2025 (Completed)

Certifications

- CompTIA A+ (IT Essentials)
- WISE Level 2 Certified
- Level 2 Computer Repairs and Servicing Technician

Projects & Technical Platforms

- Portfolio Website: romaintomlinson.com – Full-stack web projects showcasing React, Node.js, and database integration
- Resume Builder App: cwr-resumehero.com – AI-powered resume generator built with React and Firebase
- RentKit SaaS Platform – Rental protection application combining tenant screening, move-in/move-out documentation, and dispute assistance (React Native, Node.js, PostgreSQL)
- Dimandem Hub – Community mobile application with authentication, forums, and messaging (React Native with Expo, Node.js, PostgreSQL)
- YouTube Channel: CodeWithRomi – Technical education content covering web development, infrastructure, and programming tutorials
- Infrastructure Projects: Docker containerization, NAS-based self-hosting, automated backup systems, Discord bot development