

Alexander Thornton

2841 SW 13th St. Gainesville, FL 32608 · (904)583-0511 · me@alexthornton.net · [linkedin.com/in/alexander-t-thornton](https://www.linkedin.com/in/alexander-t-thornton)

Summary of Qualifications

In all my previous work I've strived for one thing. Focus on the customer relation to their device. Whether in a public customer service or in a private school setting my goal is to explain computers to others.

Skills

- Operating Systems: Windows, Mac, and Linux
- Microsoft Office Suite
- Security Software: Trend Micro, Malwarebytes, and CCleaner
- Website Management: HTML5, CSS, Minor JavaScript, WordPress, Cpanel, and Apache
- Versed in how to identify common computer systems, related issues and their relevant solutions
- Knowledgeable in applications, including file management, maintenance, and remote access
- Operations of Virtual Machines (VMs) for business, public, and private serviceability
- Spreadsheet and Database management expertise

Certifications

- Adobe Photoshop CS5.5 certified - May 15th, 2014
- Adobe Premier Pro CS 5.5 certified - December 14th, 2014
- TestOut PC Pro certified - April 25th, 2017
- TestOut Network Pro certified – December 6th, 2017

Work Experience

1/2018 – Present **UF Department of Materials Science,** **Gainesville, FL**
OPS IT Technician

- Supporting all Faculty and Staff in computer hardware and software support
- Managing LAN network for the main site building
- Website layout design
- Presenting and explaining projects to high level management
- Tracking and managing package and freight delivery

4/2016 - 1/2018 **Best Buy, Geek Squad** **Gainesville, FL**

- Professional consultation of clients
- Advising clients directly to provide product-based solutions to computer complications
- Manufacturing work orders representing client concerns in relation to computational quandaries
- Networking point of contact for individual clients, fashioning favorable and receptive customer relationships
- Qualified branch clerkship through client phone interaction

12/2013 - 8/2015 **Compute-This!** **Callahan, FL**

- Removal and prevention of computational viruses
- Set-up of custom personal computers
- Creating and laying down Cat5 cabling throughout a client's business
- Administration and operation of common accounting software systems, such as QuickBooks

Education

8/2015 – Present

Santa Fe College

Gainesville, FL

- Currently enrolled in Information Systems Technology Networking Program
- Set to complete A.S. in Network Server Admin. in Fall of 2018
- Set to complete a General A.A. in Fall of 2018

8/2011 - 5/2015

West Nassau High School

Callahan, FL

- Graduated from West Nassau High School

References

Ira Harkness

IT manager at UF Department of Materials Science

352-273-1817

ira@mse.ufl.edu

Keith Osborne

Geek Squad Manager

352-379-8500

keith.osborne@bestbuy.com

Brian Simmons

Owner of Compute-This!

904-879-9068

Callahan@ctrepair.com
