

Thomas Hanson

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EXPERIENCE

Premier Technical Support Engineer

July 2022 – Present

Lenovo | Orlando, FL

- Assisted 300-400 monthly customers and field engineers by diagnosing problems and providing resolutions for technical or service-related issues.
- Created automated script to reduce repeat repair rate by 5-10% monthly and reduce handle time by 4-5 hours weekly to meet SLA goals.
- Advised and educated customers through a combination of experience/documentation to ensure a solution in a timely manner.
- Provided closed loop feedback on recurring issues with teammates and relevant engineering staff.
- Participated in Lenovo Gigs to develop an automated script to useful data from RFPs into a readable format for our Services & Solutions Group.

Advanced Repair Agent (Technician)

July 2019 – Present

Geek Squad | Winter Garden, FL

- Quickly and accurately diagnose advanced client technology issues using specialty software.
- Created automated toolset that improved repair efficiency by over 200% consistently.
- Improved repair queue management for client repairs, communications, and shipping. Reduced turnaround time by 250%.
- Ensured compliance with company procedures, back-end operations, and client data privacy regulations with 0 incidents.

Software Engineer, Intern

March 2019 – May 2019

Phenix Design Group | Apopka, FL

- Led development of full-scale application for large-scale tourist attraction with thousands of monthly viewers. Implemented software and hardware to create the effect of full motion through pre-defined tour files setup by the location.
- Managed communication between project lead and coordinator to setup and optimize software for multiple onsite locations.

EDUCATION

University of Central Florida | Bachelor of Science in Computer Science

- GPA: 3.7
- University of Central Florida is the #1 ranked university for Computer Science in Florida and ranked #86 out of 537 schools in the U.S.

Valencia College | Associate of Arts in General Studies

- GPA: 3.83

SKILLS

- Problem solving & critical thinking
- Team communication across large internal organization
- Time & project management
- Active learning & creating training resources

Languages and frameworks: PHP, JavaScript/TypeScript, Java, C/C++, Python, React, HTML/CSS, scripting/automation in various languages.

Technologies and tools: MySQL, MongoDB, Git

Other: Data structures and algorithms, API design, unit testing

PROJECTS

Contested Logistics Modeling (2023) | Python (Tkinter / OpenStreetMap)

- Developed an offline application designed to work on Windows systems for U.S. military operations to match an arbitrary military unit's logistical needs with the means of transporting these goods. Given a list of required supplies and vehicles, the goal is to create an optimized distribution and route and display a visualization as a of events that occurred in the simulation.
- Project managed through Agile approach, with task list being hosted on GitHub. Documentation includes spring backlogs, app graphics, and class/activity diagrams.

College Events Application (2023) | MySQL/Express/React/Node.js

- Developed a full-stack web application that hosts events on and off campus. Role based login/registration system allows users to create new universities or events. Basic users are then able to view and attend specific events based on university of RSO (registered student organization).
- Database designed with MySQL for accounts/events using ERD (entity relationship diagram) for reference.

Personal Website (2023) | M.E.R.N. Stack

- Developed personal website to post current and future projects and serve as portfolio for additional projects, with contact form. Implemented using React with TypeScript and published to GitHub.

Contact Manager & Workout App (2022) | L.A.M.P. Stack & M.E.R.N. Stack

- Developed full-stack web application for a contact manager. Implemented login/registration with C.R.U.D. operations. Created case diagrams, a Gantt chart, and documented all API endpoints using Swaggerhub. Deployed to Heroku.
- Created a full-stack mobile (iOS, Android) and web application for workout app. Implemented using M.E.R.N. stack with login/registration, email verification, and predefined/custom workout templates. Created activity/sequence diagrams, use case diagrams, a Gantt chart, ERD (entity relationship diagram), and documented all API endpoints using Swaggerhub. Also implemented unit/integration testing.

Enquirer Tours (2019) | Python

- Full-scale tourist attraction allowing users to view and engage with virtual tours of celebrities within Google Earth software at 6 different locations.

ADDITIONAL EXPERIENCE AND AWARDS

Robotics Software Lead (2018-2019): Led high school robotics team through design and trial process for local and regional tournaments.

15+ LinkedIn skill badges for various programming languages, platforms, and tools.