

Thomas K. Warren, Jr.

Sumter, SC 29153 • 803-840-3591 • bmw325cic@icloud.com • [linkedin.com/in/thomas-warren-ba853614a/](https://www.linkedin.com/in/thomas-warren-ba853614a/)

QUALIFICATIONS PROFILE

Ambitious and dedicated software engineering professional with an Associate of Applied Science in Computer Technology and Software Development. Expertise in wire-framing, mock-ups, automation, and technical problem-solving. Recognized for ability to manage multiple concurrent responsibilities and learn new technologies quickly.

- **Software Development:** Vast academic and real-world knowledge of software analysis, design, and development.
- **Information Technology (IT):** Strong knowledge on the techniques, policies, operational procedures, and technologies to design, implement, administer, secure, and troubleshoot IT hardware and software.
- **Teamwork:** Collaborate with peers to scope projects, manage deadlines, understand and articulate priorities, architect solutions, and deliver results.
- **Key Strengths:** Strong problem-solving skills, always seeking to increase skillset. Positive attitude contributing to a productive work environment.

Proficiencies:

Technical: HTML, CSS, Bootstrap, WordPress, MS Office Suite, Adobe Creative Cloud, Adobe Creative Suite, Encoder, Lightroom, Dreamweaver, Java, VBA, SQL

Core: Cross-Team Collaboration, Project Management, Teamwork, Customer Service

EDUCATIONAL BACKGROUND

Associate of Applied Science in Computer Technology, Software Development Emphasis
Central Carolina Technical College ♦ President's List Fall 2017, Spring 2018 ♦ Dean's List Summer 2018

CompTIA A+ Certification – 2019

CompTIA Network Certification – In Progress

Cisco Certified Network Associate – In Progress

EXPERIENCE HIGHLIGHTS

Buffalo Wild Wings

Bartender, 8/2015 – 12/2016

Mixed, garnished, and served alcoholic and non-alcoholic drinks for patrons of bar and dining room following standard recipes. Recorded drink orders accurately and immediately after receipt into the register system. Maintained cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.

- Improved client retention due to superior customer service
- Maintained free pour variance of .1%—below corporate goal of 2%.

Five and Dime General Store

Merchandise Manager, 12/2012 – 7/2014

Hired, led, and developed a team of 20 employees, ensuring execution of top customer service by all employees. Monitored merchandise revenue, analyzed store reports, monitored loss prevention, and developed actions plans to impact areas with lagging results. Adhered to store regulation and compliance standards. Managed inventory, visual merchandising, and shipping and receiving duties.

- Grew sales to \$1.2M+ in 1 year.
- Successfully maintained SHRINK at .4%, outperforming corporate 1.5% goal.