

Thomas Strow

OBJECTIVE

Seeking to leverage my diverse technical background and experience to drive efficiency, improve service quality, and contribute to the long-term success and growth within a forward-thinking organization.

QUALIFICATIONS & SKILLS

Results-driven professional with a strong background in operational support, client relations and technical problem-solving.

- Technical Systems Management
 - Advanced Problem Solving
 - Microsoft Office Specialist Certified
MS Word/ Excel/ Power Point
 - Customer Service & Engagement
 - Excellent Communication Skills
 - Time Management Skills
 - Adaptable and Dependable
 - Team player and Problem Solver
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EDUCATION

Valley Adult School	Vocational Electronics	08/2013 – 08/2016
Creekside Adult School	Office Services (MS Office 2007)	08/2009 – 08/2010
College of the Redwoods	Multimedia Communications	08/1996 – 08/2002

WORK EXPERIENCE

- Night Auditor / Front Desk** 5/2025 – 2/2026
Travel Lodge, Santa Maria, CA
- Enhanced guest satisfaction by providing a welcoming atmosphere and efficient check-in process, resulting in positive guest feedback.
 - Managed cash drawer and performed shift audits, ensuring accuracy and readiness for daily operations.
- Assembler** 3/2025 – 5/2025
Advantage Solutions, Santa Maria, CA
- Collaborated with management to prioritize and assemble high-demand products, ensuring timely availability for customers.
 - Streamlined assembly process, improving efficiency and reducing assembly time.
 - Maintained accurate invoicing and requisition orders, contributing to smooth operations.
- Computer Technician** 1/2023 – 2/2025
Alltech Computers, Arroyo Grande, CA
- Delivered top-notch technical support, resolving complex hardware and software issues, resulting in a 95% customer satisfaction rate.
 - Implemented diagnostic and repair procedures, reducing average resolution time by 20%.
 - Maintained detailed records in the ticketing system, ensuring accurate invoicing and task tracking.
- Inbound Expert / General Merchandise / Guest Advocate** 7/2021 – 12/2023
Target, Santa Maria, CA
- Provided exceptional customer service, enhancing guest experience and driving repeat business.
 - Efficiently managed transactions, maintaining accuracy and speed during peak hours.
 - Contributed to inventory management by stocking shelves and assisting with deliveries.