

# Thomas Strow

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## OBJECTIVE

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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.

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## QUALIFICATIONS & SKILLS

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

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- 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

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|-------------------------|----------------------------------|-------------------|
| 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 |

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## WORK EXPERIENCE

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| <b>Night Auditor / Front Desk</b><br>Travel Lodge, Santa Maria, CA  | 5/2025 – 2/2026  |
| • 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.                                 |                  |
| <br><b>Assembler</b><br>Advantage Solutions, Santa Maria, CA  | 3/2025 – 5/2025  |
| • 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.  |                  |
| <br><b>Computer Technician</b><br>Alltech Computers, Arroyo Grande, CA  | 1/2023 – 2/2025  |
| • 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.                                   |                  |
| <br><b>Inbound Expert / General Merchandise / Guest Advocate</b><br>Target, Santa Maria, CA   | 7/2021 – 12/2023 |
| • 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.  |                  |