

Thomas Brashear

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Dynamic and resourceful IT professional with a Associate's degree in Computer Science, offering a comprehensive background in technology solutions, IT support, and human resources management. Known for exceptional problem solving skills and a customer- centric approach, I have successfully navigated and adapted to diverse IT environments, from entrepreneurial ventures in the US to tech firms in South Korea. My technical proficiency spans a broad spectrum of software, operating systems, and programming languages, complemented by a solid track record in business management and inventory control. Certified in technical support, I am committed to operational excellence and renowned for reliability and a strong work ethic.

Work Experience

Lead Computer Technician

John Deere - Davenport, IA

March 2024 to Present

- Managed a team of 3 in delivering technical support services, including the imaging, configuration, and deployment of new laptops, desktops, and mobile devices.
- Performed hardware and software diagnostics, troubleshooting, and repair on a variety of devices.
- Implemented process optimizations to streamline device imaging, resulting in a 60% reduction in turnaround time.
- Delegated tasks and provided guidance to team members to ensure efficient workflow and high-quality service delivery.
- Coordinated with UPS to arrange shipments of repaired devices, ensuring secure packaging and accurate tracking.

Freelance Tech Solutions Specialist

Self-Employed

January 2022 to Present

Provided comprehensive tech solutions, including computer repair, software updates, cybersecurity enhancements, and custombuilt PC configurations for small businesses and private clients
Designed and built custom PCs tailored to client needs for gaming, professional, and personal use, improving performance and user experience
Performed diagnostics and repairs of computer systems, resolving hardware and software issues, and implementing upgrades to enhance system reliability and efficiency
Offered proactive consultations to identify and address unique technological challenges, delivering personalized solutions that boosted customer satisfaction and loyalty
Stayed ahead in a competitive market by continually integrating cuttingedge technologies and focusing on strategic planning and client relationship management.

Human Resources/Inventory Management Specialist

R&R General Contractors

February 2022 to September 2023

Directed HR functions, including recruitment, staff development, and performance management, improving workforce productivity and morale

Implemented payroll and benefits systems that streamlined operations and ensured compliance with regulatory standards

Managed employee relations and conflict resolution, fostering a positive work environment and reducing turnover

Optimized inventory management, balancing cost-saving strategies with project timelines and quality requirements.

IT Support Specialist

Hanpass

October 2019 to December 2021

Delivered exceptional customer support, resolving technical issues swiftly and enhancing customer satisfaction and loyalty

Demonstrated technical expertise in troubleshooting a wide range of IT concerns, ensuring operational excellence.

Education

Associate Degree of Computer Science in Computer Science

Namseoul University - Seoul, KR

September 2019 to June 2021

Skills

- Help Desk
- SQL
- DNS
- DHCP
- System Administration
- Remote Access Software
- APIs
- Network Firewalls
- Network Support
- Shell Scripting
- Customer support
- Computer hardware
- Desktop support
- Technical support