

# Kenneth L. Thomas, Jr.

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## Education and Training

Florida Institute of Technology – Melbourne, FL	MS in Information Technology	Present
Florida State University – Tallahassee, FL	BS in Information Technology	December 2008
Tallahassee Community College – Tallahassee, FL	Associates of Arts Degree	May 2006
East Gadsden High School – Havana, FL	High School Diploma	May 2006

## Career Related Experience

The Zimmerman Agency - Tallahassee, FL August 2009 – Present  
Project Coordinator

- Maintain project documentation in a central repository software.
- Establishes a distribution structure for project information.
- Guide and assist the project team in the development of the project plan.
- Evaluate project status and performance.
- Recommend appropriate corrective actions.
- Record and evaluate client website and eBlast Analytics.
- Maintain client websites via various Content Management Systems.

Gadsden County Board of County Commissioners - Quincy, FL August 2007 – August 2009  
IT Technician Intern

- Assist in managing projects which implement PC based, audio/visual presentation equipment in conference rooms
- Respond to technical support emails, calls and requests by both onsite and remote means
- Utilize an Microsoft 2003 Active Directory infrastructure to manage user account functions
- Utilize active directory and group policy to manage Microsoft 2003 domain client PC's
- Evaluate user issues and work with vendors to provide cost effective solutions
- Test and Evaluate Windows Vista/Windows 7 for domain implementation
- Install and configure Symantec Ghost server to create and distribute images
- Provide technical support and customer service for three Public Libraries
- Contact vendors for product pricing and availability
- Maintain various information database systems

RadioShack - Tallahassee, FL June 2007 – August 2007  
Sales Associate

- Greeted and assisted customers providing answers and products that meet their needs
- Maintained product inventory system
- Operated point-of sale cash machine
- Assisted customers with all telecommunications needs

FSU College of Engineering - Tallahassee, FL August 2006 – April 2007  
Student Assistant

- Served as an office receptionist answering and placing calls on a multi-line telephone system
- Assisted in maintaining a clean and safe working environment

Game Stop/EB Games - Tallahassee, FL  
Game Advisor

June 2006 – August 2006

- Assisted customers in providing information needed about specific products
- Answered incoming calls as they related to providing technical assistance to customers
- Stocked shelves and maintained product shelving system
- Operated point-of-sales cash machine

NetQuincy - Quincy, FL  
Computer Technician

June 2005 – August 2006

- Built and repaired both customer computers and the computers of City employees
- Worked with clients to troubleshoot personal computer problems via telephone and remote assistance connections
- Configured network/internet IP settings
- Customer Service: retrieved and placed calls on multi-line telephone system
- Provided customer support to both walk in customers and customers on the phone
- Assisted in the installation of a Category 5 network infrastructure in a large scale apartment complex
- Assisted in installation of Fiber Optic Network Broadband Internet service

Skills and Abilities

- **General Knowledge/skills/abilities:** Help Desk and customer service, LAN/MAN/WAN Connectivity, Remote desktop/assistance, Virtual Machine (VMware), Windows Mobile Platform
- **PC:** Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Windows OS (XP, Vista, 7, Server 2003, Server 2008) Microsoft Project, Website design (HTML, XHTML, JavaScript, CSS), FrontPage/Expression Web and Adobe Photoshop
- **Apple:** Keynote, Pages, GarageBand, iWeb, iMovie and Appleworks
- **Cross Platform:** C++, Java, Gantt Project, WordPress CMS, Google Apps, Linux/Ubuntu

References Available Upon Request