

# Thomas Hanson

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## EXPERIENCE

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### End User Technology Engineer, Tier 3

March 2024 – Present

*Docusign*

*Seattle, WA*

- Resolved escalated IT issues for VIP's and end users, ensuring resolution within SLA standards for complex issues.
- Implemented proactive monitoring tools and automations, reducing resolution times by up to 30% and mitigating recurring ticket trends / manual tasks.
- Managed IT operations as site lead for over 1,000 local users, collaborating with engineering, security, and networking teams to optimize support efficiency and reduce operational overhead.
- Developed and maintained extensive knowledge base, reducing tier 3 tickets by 95% through comprehensive documentation and providing technical coaching to endpoint technicians.

### Premier Technical Support Engineer

July 2022 – March 2024

*Lenovo*

*Tacoma, WA (Remote)*

- Resolved technical and service-related issues for 300-400 monthly customers and field engineers, ensuring swift and effective problem resolution.
- Developed and implemented an automated script, reducing repeat repair rates by 5-10% monthly and cutting handle time by 4-5 hours weekly, meeting SLA goals.
- Provided actionable feedback on recurring issues to teammates and engineering staff, enhancing overall service quality.
- Contributed to Lenovo Gigs by creating an automated script to convert data from RFPs into a readable format for the Services & Solutions Group.

### Advanced Repair Agent (Technician)

July 2019 – Present

*Geek Squad*

*Seattle, WA*

- Executed complex software and hardware repairs with exceptional accuracy and efficiency, consistently delivering top-tier results.
- Designed an automated toolset that boosted repair efficiency by over 85%, significantly enhancing workflow productivity.
- Optimized repair queue management, improving client communications & shipping processes, and reducing turnaround time by 75%.
- Ensured strict compliance with company procedures, backend operations, and client data privacy regulations, maintaining a flawless record with zero incidents.

### Software Engineer, Intern

May 2019 – July 2019

*Phoenix Design Group*

*Apopka, FL*

- Led the development of a comprehensive application for a major tourist attraction for thousands of monthly visitors.
- Integrated software and hardware to create immersive, full-motion tours, delivering a unique user experience.
- Managed communication between project leads and coordinators, optimizing implementation across multiple onsite locations.

## PROJECTS

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### Contested Logistics Modeling | *Python (Tkinter, OpenStreetMap)*

2023

- Created offline Windows application for U.S. military logistics using Python (Tkinter / OpenStreetMap).
- Utilized logistics modeling and machine learning techniques to optimize supply distribution and transportation routes.
- Employed Agile methodology for project management, maintained task list on GitHub.

### College Events App | *MySQL / Express / React / Node.js*

2023

- Crafted a dynamic full-stack web application for hosting both on and off-campus events.
- Engineered a role-based login/registration system allowing users to establish universities and events, catering to various user roles.
- Designed and implemented MySQL database using an ERD for efficient management of accounts and events.

## SKILLS

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**Languages and frameworks:** Java, Python, C/C++, SQL (Postgres), JavaScript/TypeScript, HTML/CSS, React, Node.js

**Developer Tools:** Git, Docker, VS Code, Visual Studio, PyCharm, IntelliJ, Kusto, COSMOS

**Cloud and Security:** Azure Active Directory, VM Environments, Security, Networking

**Other Skills:** Diagnostics and Troubleshooting, Automation, Technical Coaching, Process Improvement

## EDUCATION

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### University of Central Florida (GPA: 3.7)

Orlando, FL

*Bachelor of Arts in Computer Science*

*August 2020 – August 2023*

### Valencia College (GPA: 3.83)

Orlando, FL

*Associate's in General Studies — President's List: Fall 2018, Spring 2019, Fall 2019, Spring 2020*

*August 2018 – May 2020*

## ADDITIONAL EXPERIENCE AND AWARDS

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**Robotics Software Lead:** Led high school robotics team through design and trial process for local and regional tournaments.

**In-progress certifications:** Microsoft Certified: Azure Administrator Associate, Google Cloud, ServiceNow

**15+ LinkedIn skill badges:** Demonstrated knowledge of various programming languages, frameworks, and tools.