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## Thomas Poteet

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### Professional Summary

Computer Science graduate with hands-on experience in technical troubleshooting, Windows systems, PC hardware, networking, software configuration, and database-backed applications. Experienced in diagnosing technical issues, deploying and configuring software, maintaining equipment, documenting technical information, and communicating with both technical and non-technical stakeholders. Strong problem-solving and communication skills with a proven ability to learn new technologies and work effectively both independently and as part of a team. I'm currently studying for the CCNA certification and looking for real-world experience in technical support/networking.

### Education

**Tennessee Technological University**

**B.S. Computer Science** GPA 3.7

**Minor in Social Sciences**

Magna Cum Laude, Captain of varsity VALORANT team(2023-2024)

**Cookeville, TN**

**December 2024**

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### Experience

**Pace Analytical  
Scientist**

**Mount Juliet, TN  
Aug 2025- Aug 2026**

- Troubleshoot, maintained, and calibrated laboratory instruments and equipment to ensure reliable operation and accurate results.
- Diagnosed equipment and workflow issues and took corrective action to maintain efficient laboratory operations.
- Communicated with clients by email regarding testing issues and results, providing clear and professional responses.
- Documented procedures, observations, and results accurately to maintain organized records and support review and auditing.
- Implemented barcode-based sample logging to streamline workflows and improve operational efficiency.
- Prioritized incoming samples and competing workloads to meet regulatory requirements and maintain an efficient workflow.

**Scenic Foods  
Software Engineer Intern**

**Remote  
May 2024 - Dec 2024**

- Led a team of undergraduate software engineers in developing and deploying a .NET-based Direct Store Delivery system for a local grocery business.
- Communicated regularly with the product owner to identify issues, gather requirements, and ensure the application met end-user needs.
- Managed development using Scrum, including daily standups and weekly project meetings to coordinate work and resolve issues.
- Reconfigured an existing Microsoft SQL database and developed backend functionality in C# using ASP.NET Core.

- Installed, configured, and deployed the application to the client's server using TeamViewer, verifying compatibility across store devices.
- Troubleshoot application, database, and deployment issues throughout development and implementation.

### **Calfkiller River Ranch Farmhand**

**Monterey, TN  
May 2021 - Dec 2024**

- Operated heavy machinery requiring careful attention to safety, communication, and operating procedures.
- Managed livestock inventory and maintained clean, organized work areas.
- Assisted with construction and maintenance of fences, barns, and garden plots.

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### **Technical Projects and Relevant Coursework**

- **Computer Networks:** Gained hands-on experience with basic networking concepts and worked directly with routers, switches, and hubs.
- **Software Engineering I & II:** Led a team of undergraduate students in developing an invoice system for a local grocery store.
- **Database Management Systems:** Created and manipulated database tables using SQL.
- **Web Programming:** Designed and implemented multiple web solutions while developing foundational web programming skills.

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### **Skills**

- **Technical Support:** Windows Troubleshooting; PC Hardware & Peripherals; Printer/Scanner Setup & Troubleshooting; Software Installation & Configuration; Account & Password Troubleshooting; Hardware Setup & Configuration
- **Networking:** Network Configuration; Wired & Wireless Troubleshooting; Routers & Switches; TCP/IP & UDP, DNS & DHCP
- **Development & Systems:** C#; ASP.NET Core; SQL / Microsoft SQL Server; JavaScript; Web Programming; Git/GitHub
- **Professional:** Technical Communication; Documentation; Troubleshooting; Team Leadership; Problem Solving



**Portfolio**