

RANDOLPH THOMAS

Email: r.kthomas05@gmail.com

Portfolio: www.behance.net/randolphthomas

Phone: (817) 877-7626

Address: 3150 S. Garrison Rd. 115, Corinth, TX 76210

PROFESSIONAL SUMMARY

Results-driven professional with 10+ years of experience combining technical expertise, graphic design skills, and exceptional customer service. Proven track record in HR systems support, IT consulting, and creative design solutions. Skilled at bridging technical and creative teams to enhance customer retention and streamline operational processes.

PROFESSIONAL EXPERIENCE

HR Service Center Representative

Northrop Grumman Corporation – Irving, Texas | April 2022 – July 2025

- Provided expert guidance to employees, managers, and HR Business Partners on timekeeping, payroll, and HR policy matters, serving as primary point of contact for 90,000+ employees
- Resolved complex technical issues using troubleshooting with timekeeping and HR software systems, achieving 95% first-call resolution rate
- Collaborated with Tier 2 specialists to address critical issues including pay discrepancies and tax-related concerns, ensuring timely resolution
- Developed streamlined processes that reduced average case resolution time by 20%
- Led the creation of a department-wide HR newsletter in PowerPoint in partnership with key stakeholders, reaching over 50 employees and directly boosting departmental resume readiness and professional development awareness.

Product Support Associate

Thomson Reuters – Carrollton, Texas | February 2018 – April 2022

- Managed comprehensive customer support for ONESOURCE Workflow Manager Tools and GoSystem tax software, supporting 200+ active clients
- Performed detailed analysis of client tax returns to diagnose and resolve complex issues including adjustments, depreciation calculations, and software performance optimization

- Delivered expert technical guidance and training to clients on software operation, administration, and troubleshooting procedures
- Maintained detailed documentation and correspondence records, ensuring consistent follow-up and issue resolution
- Partnered with stakeholders to develop visually compelling Employee Resource Group flyers in PowerPoint, distributed to over 150 individuals to promote meetings, presentations, and seminars across the organization

IT Consultant

Turner Construction – Dallas, Texas | February 2016 – September 2017

- Designed, implemented, and maintained Microsoft Office 365 and SharePoint environments supporting 1,000+ users across hybrid on-premises and cloud infrastructure
- Administered SharePoint storage quotas and managed large-scale migration of on-premises applications to SharePoint Online
- Optimized Office 365 licensing and administration processes, resulting in 15% cost reduction while improving system performance
- Led pilot programs for new applications and policies, successfully implementing Microsoft Teams and Operations Software Toolbox company-wide
- Created automated workflows using SharePoint Designer, Nintex Workflow, and Microsoft Flow, improving operational efficiency
- Designed and delivered comprehensive training programs for employees on Office 365 and SharePoint best practices
- Collaborated with marketing team to create professional PDSs and RFQs using Adobe Creative Suite

Graphic Designer

Action Trophies and Awards – Carrollton, Texas | October 2015 – January 2016

- Created custom design layouts for trophies, plaques, and awards using advanced design software and laser engraving techniques
- Operated precision computerized engraving machines and sandblasting equipment to produce high-quality finished products
- Managed client relationships and project coordination for custom trophy design and production planning
- Maintained strict quality control standards while operating cutting tools and measuring equipment

Graphic Designer

End Zone Athletics – Grand Prairie, Texas | October 2013 – July 2015

- Developed creative advertisements and promotional materials for spirit items including coloring books, cups, and branded merchandise using Corel Draw
- Collaborated with management to establish standardized design templates, improving production efficiency by 25%
- Managed printing operations and quality control for coloring book production and shipping preparation
- Designed and produced large-format posters and banners for facility installations

TECHNICAL SKILLS

Microsoft Office 365 Suite, SharePoint (Online & On-Premises), Microsoft Server Platforms, HTML5, CSS, Process Automation, Project Management

Design Software: Adobe Creative Suite (Photoshop, Illustrator, InDesign), Corel Draw, VersaWorks RIP

Core Competencies: Customer Relationship Management, Technical Support, Process Improvement, Training & Development, Cross-Functional Collaboration

EDUCATION

Associate of Applied Science in Graphic Design
Tarrant County College NE – North Richland Hills, Texas
Graduated with Honors, GPA: 3.6 | May 2010

High School Diploma
Robert E. Lee High School – Montgomery, Alabama | May 1998

NOTABLE PROJECTS & ACHIEVEMENTS

- Microsoft Teams Implementation: Piloted and executed company-wide rollout serving 1,000+ users
- Operations Software Toolbox: Managed pilot program and deployment of new operational efficiency tools
- Training Program Development: Created and delivered Office 365 webinar series for Turner Construction employees

REFERENCES

Available upon request