

Romain Tomlinson

Union, NJ | 908-405-9904 | consultromain@gmail.com
romaintomlinson.com | cwr-resumehero.com | [LinkedIn](#) | [GitHub](#)

Professional Summary

Creative and results-driven IT professional with expertise in systems administration, hardware/software troubleshooting, and secure network infrastructure. Skilled in full-stack web development using HTML, CSS, JavaScript, Bootstrap, and PHP. Passionate about delivering innovative digital solutions, as demonstrated in my portfolio and self-developed resume-building platform, cwr-resumehero.com. Proven leader with experience training and supervising tech teams while maintaining 98%+ customer satisfaction scores.

Core Skills

- Full-Stack Web Development
- Technical Support & Troubleshooting
- Mobile & Desktop Hardware Repairs
- Network & Security Protocols
- Cross-Platform Deployment
- Responsive Design & UX
- Systems Installation & Maintenance
- Client Training & Satisfaction

Professional Experience

In-Store Supervisor / Repair Technician

Asurion - Union, NJ | Aug 2020 - May 2025

- Led coaching and training for technical staff across device repair workflows and customer engagement.
- Supervised 200+ successful repairs annually for Apple and Samsung devices, maintaining 100% compliance with OEM guidelines.
- Championed diversity and inclusion in team development practices.
- Sustained 98%+ Net Promoter Score through high-quality service delivery.
- Managed software/hardware updates and ensured repair lab equipment optimization.

System Administrator

Lacovia High School - Jamaica | Sep 2016 - Jul 2018

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- Deployed and configured new systems for staff, maintaining secure access and optimal performance.
- Performed routine maintenance and patching to prevent system vulnerabilities.
- Troubleshoot firewalls, routers, and endpoints to minimize downtime and maximize efficiency.

Sales Representative & Computer Technician

Computer Doc's - Jamaica | Jan 2014 - Dec 2014

- Diagnosed and resolved hardware/software issues; implemented upgrades to improve device speed and reliability.
- Advised customers on tech purchases and repairs, boosting overall satisfaction and repeat business.

Education

BASc, Computer Science

Southern New Hampshire University

Certifications

- CompTIA A+ (IT Essentials)
- WISE Level 2 Certified
- Level 2 Computer Repairs and Servicing Technician

Projects & Platforms

- Portfolio Website: romaintomlinson.com - Showcasing full-stack web projects and design capabilities
- Resume Builder App: cwr-resumehero.com - AI-powered resume generator designed for job seekers
- GitHub Repos:
 - C++ Projects: github.com/theeromi/Cplusplus-Program
 - SDLC Web App: github.com/theeromi/CS-250-SDLC