

Thomas May III

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Experience

Operations Engineer | *LightGuide Inc*

October 2022 - June 2023

- Integration of augmented reality systems across 11 diverse technology applications, focusing on human centered design principles
- Programming tasks and visual cues using in-house software
- Ensuring the system was simple for the user to understand as well as efficient for the task it was designed for
- Solving urgent problems by IT troubleshooting on site to meet client feedback requests
- Training users on using the system on site post installation
- Building interactive structures to visualize data, supporting executive-level decision making for work efficiency
- Shipping of systems to their established destinations

Field Service Specialist | *Detroit Public Schools*

August 2021 - October 2022

- Deployment, setup, and maintenance of district technology
- Provide comprehensive technical services for hardware and software supported by the District's technology
- Provided a/v technology setup, servicing, and maintenance.
- Miscellaneous configuration at user's request (cable management, extra peripheral set up, A/V configuration, etc.)

Field Service Technician | *Dell/Ascension Providence*

March 2021 - July 2021

- Deployed 100+ new assets to clients
- Retrieved old assets from said clients
- Resolved incidents that would occur from new assets

Client Tech Analyst | *Sincro Digital*

March 2018 - Decemer 2020

- Provided tech support for dealer websites
- Performed content support and changes on a dealer's website
- Created export and import feeds for inventory
- Provided backend access for website privileges (inventory, pricing, etc.)

PC Renewal Technician | *Dell/Ford*

April 2017 - January 2018

- Backup and restore data for Ford employees
- Deployed new assets to Ford employees
- Retrieved old assets
- Diagnosed and resolved any incidents that may occur due to renewal
- Miscellaneous configuration at user's request (cable management, extra peripheral set up, A/V configuration, etc.)

Skills

Support

- Troubleshooting
- Software/Hardware support
- Installation
- Remote Desktop
- Integration
- User Feedback Iteration

Tools

- Figma
- Adobe Illustrator
- Invision
- Adobe Photoshop
- Excel

Projects

CATA Bus App

January, 2021

- Developed a prototype app for the bus line to be used by Michigan State University students in East Lansing, Michigan

Tangential Learning

May, 2015 / Michigan State University

- My thesis on the effectiveness of tangential learning via gaming.

Education

Human Computer Interaction, MA | Michigan State University

2015

Telecommunication, Information Studies, and Media, BA | Michigan State University

2010