



# Trenton Tompkins.com

## HELP DESK / TECHNICAL SUPPORT

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## PROFESSIONAL SUMMARY

Support-focused technical professional with hands-on experience troubleshooting hosted applications, websites, content systems, integrations, browsers, file uploads, and customer workflows. Known for staying calm through issue resolution, communicating clearly with non-technical users, and balancing multiple open problems at once. Strong fit for ticket-based environments where customer service, documentation, and dependable follow-through matter.

## DETAILS

- Able to commute to Harmony, PA
- Previous help desk / end-user support
- Comfort with ticket-based workflows
- Strong written and verbal communication

## REFERENCES

**Corey Rodriguez**  
(412) 657-0010  
**Michael Moore**  
(412) 600-3099  
**Eric Cotter**  
(724) 826-8837

### Help Desk Support

Ticket intake and triage, issue resolution, escalation, remote support, user communication, and written documentation.

### Troubleshooting

Desktops, laptops, hosted applications, browser issues, file uploads, logins, printers, integrations, and basic server-side support.

### Technical Tools

Windows, Linux/CentOS, LAMP, MariaDB, Git/GitHub, jQuery, Blueimp, elFinder, Quill, and FFmpeg.

### AI / Automation

ChatGPT Plus, Claude, Gemini, prompt engineering. Nano Banana 2, Stable Diffusion, text-to-speech, and speech-to-text, Python, Bash, Git.

## PROFESSIONAL EXPERIENCE

**Palmetto Solar / VRGN Solar** | Sales and On-Site Support | *September 2025 - Present*

- Installed and configured residential and commercial solar monitoring systems, ensuring proper net metering and performance reporting.
- Troubleshot system issues including inverter communication failures, network connectivity, and configuration problems.
- Provided customer support and education on system usage, monitoring applications, net metering, power purchase agreements and financing options.

## **Fidium Fiber Internet** | Sales and On-Site Support | *November 2023 - August 2025*

- Troubleshoot fiber optic internet on site and over the phone.
- Reformatted hardware, removed viruses and setup business intranet and email as part of Fidium's Business Support Services.

## **Myriad Core** | PHP Developer (Contract) | *February 2020 - August 2022*

- Supported an ecommerce platform built on CodeIgniter and connected DB2/iSeries data to a MySQL-based web system.
- Troubleshoot synchronization, caching, payment, frontend, and administrative issues while working directly with the client.

Owned issues from server configuration through implementation and ongoing support.

## **Universal Technologies Inc.** | Lead PHP Developer / Technical Support | *June 2008 - February 2019*

- Supported more than 300 client websites and end users while balancing development work, technical support, vendor coordination, and day-to-day troubleshooting.
- Diagnosed compatibility, hosting, browser, template, login, and workflow issues for users with varying levels of technical ability.
- Handled customer questions from issue intake through resolution, escalating to vendors and third parties when needed while keeping clients informed.
- Maintained business-critical admin tools, ecommerce workflows, file uploads, and integrations including Teleflora XML and multiple payment/shipping libraries.

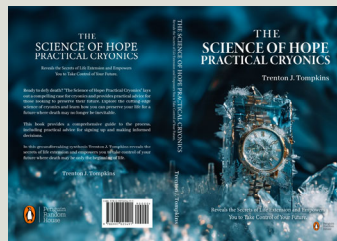
## **PROJECTS — <https://www.TrentonTompkins.com>**



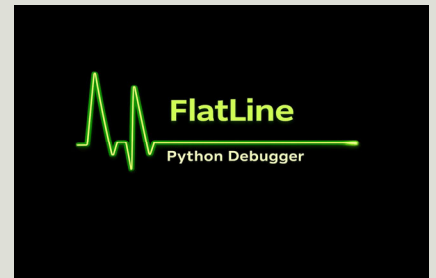
**PghHauling.com**  
Custom Designed  
Website and jQuery  
Photo Gallery



**AcquittionInvest.com**  
Custom CMS  
Powered Website in  
PHP and MariaDB



**PracticalCryonics.com**  
Self-Published Book  
and CMS Powered  
Website#



**FlatLine Python Debugger**  
Open Source Debugger  
[https://github.com/  
tibberous/Flatline](https://github.com/tibberous/Flatline)

## **EDUCATION**

### **Bachelor's Degree**

#### **Bay State College**

Boston, MA

Bachelor's in Computer Science

### **Associate's Degree**

#### **ITT Technical Institute, Youngstown OH**

Associate Degree in Software Applications and Programming