

Billy Thomas

Soft Goods Specialist

Denver, CO 80246

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720-523-8928

Sewing and construction of fabric products, signage assets, displays and environments. Trade show spaces, signage and structural components. Construction and maintenance of theatrical sets, cycloramas and stage drapery. Cutting, sewing and assembly from paper, printed, dye sublimated or pdf sources. Experience using industrial single needle, slanted, walking foot and commercial serge machines.

Over 20 years of customer facing service and support.

Authorized to work in the US for any employer

Work Experience

Fabric Cutter/Layout

A Creative Canvas - Denver, CO

January 2018 to July 2019

Responsible for interpreting field measurements and generating pattern layout on fabric. Cut fabric pieces accurately and prepare/sew for installation.

Key Holder/Supervisor

Heritage Cleaners - Centennial, CO

October 2016 to August 2017

Managed customer relations and maintained storefront for this neighborhood dry cleaner until it's closing in September of 2017.

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Dimension Design - Las Vegas, NV

July 2013 to November 2015

Constructed fabric goods for trade show events including signage, banners, fabric environment elements, storage bags and protective fabric gear. Followed exacting specifications provided by internal designers and fabric engineers as well as matching existing customer designs.

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Stage House - Las Vegas, NV

April 2012 to June 2013

Managed inventory of theater drapes. Delivered drapery and installed for renters when needed. Constructed drapery matching existing drapes when applicable.

Bartender / Waiter

Blossoms at Heather Gardens - Aurora, CO

September 2009 to November 2012

Responsibilities

As a bartender at this community restaurant I greeted guests and took drink orders using names whenever possible and anticipating drinks and food orders of familiar guests. I also waited tables and served guests during banquets and special events. I assisted in setup and tear downs of parties, wedding receptions and gatherings for which we provided meal service or buffet lines.

Barista

Dazbog Coffee - Castle Rock, CO

March 2011 to December 2011

Responsibilities

Delivered customer experience to this small community coffee shop by greeting guests by name, anticipating orders when possible and maintaining the best possible conditions of the cafe. I performed opening and closing duties and other shift lead duties when needed.

Cafe Manager/Barista

Renewal Wellness Center

January 2008 to September 2009

Managed small cafe in this health and wellness center. Recruited and managed a small staff and together performed retail sales, food sales including prepared snacks, sandwiches and gourmet coffee and espresso drinks. Responsible for scheduling, merchandising of retail and spa related products.

Office Manager

Progressive Design Group

August 2005 to November 2006

Managed all technologies used in this small design office. Supplied the group with telephone services, internet presence and integrated the workflow between management and design staff. Attended offsite meetings with architects, builders and designers to facilitate the sales and installation process. Answered incoming phone calls and responded to requests for information. Represented the company to our customers, vendors and various suppliers.

Office Manager

Custom Mortgage Group

July 2002 to July 2004

Responsible for all technology used by an office of four mortgage brokers and several real estate agents. Maintained internet sites and telephone advertising systems for lead generation. Briefly relocated to Sacramento, CA to open satellite office for same company.

Systems Administrator

Epidemic Marketing

October 1999 to September 2002

Duties included regular maintenance of production environment, including web servers, application servers,

mail servers and disk storage. Responsible for providing and maintaining unix environments for development and Oracle teams. Perform all levels of administration such as design and implementation of solutions, diagnosing and resolving problems. Performance tuning and discovery of issues affecting performance or network integrity. Single point of contact for Data Center and production environment of 24x7 operation.

IT Systems Administrator

Sun Microsystems

August 1998 to November 1999

My focus was supporting Sun's employees and performing routine maintenance of their accounts, email, home directories and workstations. Things such as backups, restorations, lab server/workstation installations etc. Mid/Junior level system administration work, such as; adding new user accounts, creating calendars, troubleshooting problems with the Solaris CDE desktop environment, data transfers, troubleshooting general network problems, performing AI3 Jumpstart installations of the Solaris operating system. Constantly prepared for mission critical failures and acted as an accountable point of contact for Sun's network and administration staff until the situation was resolved.

Skills & Expertise

Retail

Customer Service

Merchandising

Administration

Customer Relations

Education

BS in Computer Information Systems

Metro State College of Denver

1992 to 1994

BS in Computer Information Systems

DeVry Institute of Technology

1991 to 1992

Additional Information

Specialties

Over 15 years of customer service experience.

Retail, POS and merchandising experience.

Experience managing a small office including staff.

Hold a portfolio of running websites.

Experience in implementing and using technology, media and information to meet business goals.