CHEE LOR

Email: cheelor922@gmail.com

OBJECTIVE

Skilled IT professional with a team-oriented mindset, experienced in technical support, software development, and data analysis. Seeking a challenging role to leverage expertise in improving system efficiency and delivering top-notch support for enhanced organizational performance.

SKILLS

Technical Support
Data Analysis
Software Development
Social Media Management
Video Editing
System Administration
Preventive Maintenance
Problem Solving
Communication
Web Development

EDUCATION

Bachelor of Science
IT Systems and Communications

University of Wisconsin – Stout,
Menomonie, WI

Associate of Applied Science in Software Development

Fox Valley Technical College,
Appleton, WI

Associate of Applied Science in Electro-Mechanical Systems

Fox Valley Technical College,
Appleton, WI

WORK EXPERIENCE

Inventory Control
Boston Scientific, Arden Hills, MN
January 2023 – Present
• Investigate and resolve discrepancies in patient registration data.
• Analyze and process patient data from Body Guardian heart monitors, ensuring timely and error-free data entry.

Technical Support and Consultant
Yang Sister's Kitchen, St. Paul, MN & Trident Productions, Oshkosh, WI
July 2020 – December 2022
• Provided technical assistance to home-based businesses in managing social media platforms, curating engaging content for YouTube, and Facebook.
• Researched, acquired, and implemented video editing software to enhance content quality.
• Collaborated on the development of a digital recipe book, ensuring seamless integration of technology and culinary expertise.

IT Intern/ Junior Analyst
Oshkosh Corporation, Oshkosh, WI
December 2014 – April 2020
• Administered and maintained an email environment supporting 10,000 users, ensuring optimal performance and uptime.
• Resolved an average of 40-50 weekly technical support tickets using Remedy/Service Now, proactively addressing end-user concerns and inquiries.
• Conducted comprehensive analysis of 500-700 monthly tickets, identifying patterns and trends to implement long-term solutions for recurring issues.
• Provided support for WebEx, Sametime, Skype, and mobile devices, maximizing employee productivity and connectivity.