

[Chee Lor] [Email: cheelor922@gmail.com] [Location: Twin Cities, Minnesota]	
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.
Education	<ul style="list-style-type: none">Bachelor of Science in IT Systems and Communications, University of Wisconsin – Stout, Menomonie, WIAssociate of Applied Science in Software Development, Fox Valley Technical College, Appleton, WIAssociate 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
	<ul style="list-style-type: none">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 2023
	<ul style="list-style-type: none">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
	<ul style="list-style-type: none">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.
Maintenance Mechanic	Nestle Pizza, Little Chute, WI April 2010 – September 2014
	<ul style="list-style-type: none">Executed routine preventive maintenance and repairs on factory machinery, optimizing operational efficiency and minimizing downtime.Documented all repairs, issues, and parts accurately and promptly in the SAP system for efficient tracking and reporting.Actively contributed to production line activities, collaborating with team members to ensure smooth operations and timely delivery.
Skills	
	<ul style="list-style-type: none">Technical SupportData AnalysisSoftware DevelopmentSocial Media ManagementVideo EditingSystem AdministrationPreventive MaintenanceProblem SolvingCommunication
References	Available upon request.