

# CHEE LOR

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## 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

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

## EDUCATION

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### 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

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### 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 2023

- 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.
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