# Chang Bok Lee

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**PROFESSIONAL SUMMARY:** Ex-desktop support technician transitioning into a web development role after completing Full-stack Web Development Bootcamp. Over three years of technical support and customer service experience. Possess professional demeanor, high level of technical proficiency, always open to constructive criticism and willing to learn, highly adaptable, and excel at working alone as well as a team. Bilingual: Korean

## TECHNICAL SKILLS

HTML, CSS, Javascript, Bootstrap, React.js, React Native, GitHub, Node.js, Next.js, Express, Git Bash, MongoDB

## EDUCATION

**Nucamp Coding Bootcamp**                                             September/2021-June/2022

- Web development fundamentals. HTML, CSS and Javascript
- Fullstack web + mobile development

## EXPERIENCE

**Ovation Workplace Services,** New York City, NY                      September/2020-September/2021

Desktop Support Technician; Allianz Global Investors; Contract

- Setup, configure, and troubleshoot desktops, laptops, printers, desk phones, and mobile devices.
- Provide technical support for L1 and L2 issues, and escalate the ticket accordingly as needed.
- Work independently without supervision, and collaborating with team members or other teams within IT to resolve problems as needed.
- Create and update ticket with necessary information on regular basis.
- Maintain up to date information on spreadsheet containing information on hardware inventory.
- Interact with vendors for hardware and software troubleshooting.

**Compucom Systems,** New York City, NY                                November/2016-April/2018

Field Support Technician

- Setup, configure, and troubleshoot desktops, laptops, printers, mobile devices, and POS machine for various accounts such as Starbucks, T-mobile, and Target.
- Provide technical support as a field technician and on-site desktop support based on client's needs.
- Work independently without supervision.
- Effectively communicate with team to complete projects within deadline.
- Assisted with training new team members.

**Legal Services NYC,** New York City, NY                              September/2015-March/2016

- IT department Intern
- Assist with providing remote and on-site support for 500+ end users across 11 office in the 5 boroughs
- Set up and configure workstations, laptops, tablets, smart phones (iPhone, Android, Blackberry), UPS, Polycom desktop and conference phones
- Setup and configure network printers and copiers. Setup copiers for scan to folder/email for users.
- Work with Microsoft Exchange 2010 and Active Directory to create new users, distribution lists, password reset, and user account permissions
- Collaborate with team members to resolve issues, escalate when necessary