**Andy Kim**

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**CAREER OVERVIEW**

Experienced technician with high commitment to ensure equipment functions at the optimal performance. Professional and organized with demonstrated communication and teamwork abilities. Critical thinker who address support issues quickly with guaranteed satisfaction.

CORE COMPETENCIES

**• Punctual and Responsible**

**• Proficient Troubleshooter**

**• English-Korean Language**

**• Analytical Mindset**

• Equipment Installation & Maintenance Expertise

• Quality Focused

Professional Experience

**RAY MORGAN, Pleasanton, CA**

***Field Technician, June 2019 – present***

Responsible for evaluating equipment for repair and checked for accuracy of all repair actions according to guidelines.

Installed new equipment and calibrated for optimal performance.

Schedule and complete maintenance projects in field.

Strong interpersonal skills with all customer interactions and provided thorough support.

Informed customers about issue resolution progress.

In charge of managing inventory and requested for additional supplies.

**GPO DISPLAY, Livermore, CA**

***Technician Support & Warehouse Manager, Dec 2017 – Jan 2019***

Assist management with inventory, packing lists, scheduling protocol improvements, and quality assurance.

Provided daily assistance with set up and installation of the equipment at the warehouse.

Act as the on-site contact for all reported IT related incidents and delivered high quality support using TeamViewer application.

In charge of shipping and receiving to ensure quality and organization of all products in the warehouse.

Attended tradeshow at Infocomm 2018 to help design and build the event booth from the ground up. Handled and managed all incoming booth traffic.

**SHILLA RESTAURANt, Seattle, WA**

***Bar Manager and bartender, July 2012 – Feb 2015***

Proved to be a resourceful asset to owner by providing solutions, new concepts, actively negotiating and resolving differences, and employing new marketing techniques for the establishment with proven increased revenue.

Responsible for hiring and training new employees with suggested up-selling techniques and provided mentorship.

Provided restaurant patrons with friendly and professional service, excellent consistent food quality, and a well-maintained environment.

Education

art institute of seattle college, Seattle, WA

Associate of Arts in Interior Design, 2011-2014