

MALIK KEMP

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LEAD TECHNICIAN / STORE LEAD

Results-oriented Lead Technician with three years of experience in technical hardware and software troubleshooting, repair, and assembly. Recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction.

Resourceful and well-organized with excellent leadership and team-building record. I am currently working on achieving my Bachelor of Science in Computer Science, and am looking to make a shift from computer repair to software development. I am passionate about technology and helping people and am determined to exceed company targets and clientele goals.

SKILLS

Java, C#, Python, SQL | Computer Repair and Installation | Technical Support | Hardware, Software Repair, and Troubleshooting | Motherboard Troubleshooting | Windows, macOS, Linux, iOS, Android OS | Computer and Smartphone hardware Break/Fix | Networking | Certified Apple and Samsung Repair | Active Directory | Windows Server | Problem-solving | Leadership

EXPERIENCE

Asurion - Philadelphia, PA

JANUARY 2021 - PRESENT

Lead Technician / Store Lead

Complete repair, troubleshooting, and maintenance procedures on customer devices including smart devices, tablets and a variety of different computer-based devices including but not limited to desktop computers, laptops and gaming systems.

- Led a team of five talented repair technicians, assisting with and guiding on repairs and troubleshooting techniques, resulting in quicker repair turn-around-times resulting in an 87% jump in profits over a year.
- Performed concise and accurate tests and created documentation throughout the repair process.
- Provided technical support for customers, simplifying the technical aspects for better understanding.
- Assisted customers with setting up services such as Asurion Home+ to increase future business.

The Grove - Philadelphia, PA

MAY 2018 - NOVEMBER 2020

Product Coordinator and General Manager

Provided outstanding customer service to new and long-standing customers by attending closely to concerns and developing solutions.

- Protected and grew company reputation as well as built a loyal client base by working relentlessly to resolve problems and improve customer satisfaction.
- Provided onsite training, resulting in improved product management and customer service from employees as well as a higher rate of customer satisfaction while performing day-to-day operations.

EDUCATION

Bachelor of Science, Computer Science – In progress expected 2026
Community College of Philadelphia, Philadelphia, PA

CERTIFICATIONS

CompTIA A+ Certified
Samsung Certified Repair Technician | Apple Certified Repair Technician
Google Certified Repair Technician