Lake Smith

[GitHub Repository](https://github.com/LakeKSmith) | (704) 778-1365 | lakeksmith@gmail.com

# Personal Summary

When given the best tools to solve a new problem, many people declare an impossibility when the tools fail, but I see an opportunity to not only use those tools, but bend the very fabric of them to discover new answers. As a software engineer at the beginning of my career, I am always eager to find problems that I not only get to solve, but that hurt a little in the process. This is driven by my desire to constantly grow both in my professional and personal life. I am a creative and very people-oriented person. I have a strong belief that even though working smarter not harder is always the best path to a more efficient solution, it is not a guarantee that doing things the right way is supposed to be easy.

# Education

**University Of North Carolina at Asheville** May 2023

* + Bachelor of Science in Computer Science
  + Awarded Outstanding Achievement in Creative Activity & Research

# Technical Skills

* + Programming Languages: **Java Script, HTML/CSS, Java, C, Python, PHP, NodeJS, SQL, REACT**
  + Operating Systems: **Windows, Unix**
  + Software: **Microsoft Office, Google Workspace, and some Adobe programs**
  + Background:
    - Database management and manipulation
    - Object Oriented programming
    - Use of complicated algorithms both with and without AI to accomplish a variety of goals
    - Advance website and application development via a REST API

# Professional Experience

**Simply Home** March 2024 - Present

***Tech Support Representative***

* + Providing remote support for active client system installs and on-the-fly troubleshooting
  + Providing long-term troubleshooting for clients experiencing a multitude of technical issues
  + Working closely with coworkers and teams throughout the organization to solve a variety of issues
  + Communicating with coworkers and clients utilizing tools such as Salesforce, Podio, Slack, and Field Nation
  + Utilizing database interfaces such as balenaCloud and AWS Greengrass to monitor and interface with user systems

**Avenue M Restaurant** Aug 2023 - Jan 2024

***Line Cook***

**University of North Carolina Asheville** May 2021 - May 2023

***IT Service Desk Technician***

* + Diagnosed and resolved a range of software, hardware, and connectivity issues while delivering technical training on hardware/software to end-users
  + Routed Complex Issues to more Specifically Abled Departments
  + Worked with coworkers and other resources to resolve new and unfamiliar issues
  + Responsible for helping clients log into the system