

LISHA KUINKEL

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EDUCATION

Bachelor's in Computer science & Engineering

UofU Full stack Web-development Bootcamp Graduate

TECHNICAL SKILLS

- Full stack technologies (HTML, CSS, Javascript,, React, Node.js, Express.js, Handlebars.js, GraphQL)
- Database management system (MySQL, MongoDB)
- Familiar with Cisco networking technologies

WORK EXPERIENCE

Sorenson Communications (Jan 2020 - May 2022)

Tier II Technical Support Agent

Primary responsibilities:

- Respond to escalated calls from Tier I and emails from external customers to provide them quality customer support
- Support requests may include technical troubleshooting to educating customers about general functionalities of various products and services Sorenson offers.
- Document cases on Dynamics and manage work orders
- Mentor new hires and Tier I agents with job responsibilities
- Complete other ad hoc duties as assigned

Finance Factors Ltd. (March 2019 – March 2020)

IT Specialist

Primary responsibilities:

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Configured hardware, devices and software to set up work stations for employees.
- Followed up with clients to verify optimal customer satisfaction.
- Documented all support interactions in the ticketing system for future reference and addition to the knowledge base.

Projects assisted with:

- **VDI Redesign**

Implement Vmware vSphere and horizon view on Dell EMC XC640 Hyper Converged servers and single POD Architecture.

- **Network Redesign**

Installing and configuring Cisco Catalyst 9500 switches as server switch stack.