Richard Lor

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**Professional Summary**

Highly motivated individual with knowledge in software development. In addition to providing IT store support with a positive and engaging attitude. Seeking to advance my career in technology and development.

**Professional Experience**

**SkillStorm (*Pega Developer*)** *Charlotte, NC* **Oct 2019 - April 2020**

* Developed software using business processing models for customer engagement
* Designed user stories for maintaining tasks and assignments for development
* Enrolled in a highly intensive fast paced course in Pegasystem

**Lowe’s Corporate (*IT Specialist*)** *Mooresville, NC*  **Jun 2018 - Dec 2018**

* Handled phone calls and vendor website access along with procedural questions
* Documented and escalated incidents using Remedy with Smart IT ticketing system
* Provided IT phone support for 2200+ Lowe’s store employees in U.S
* Execute scripts to analyze and update customer order status
* Trained new associates on in-house IT systems and application uses

**Technical Certifications**

* PEGA Certified Business Architect (Version 8.1) **April 8 2020**
* PEGA Certified Senior Systems Architect (Version 8.1) **December 9 2020**
* PEGA Certified Systems Architect(Version 8.1) **November 2 2019**

**Education**

**University of North Carolina at Charlotte**  **Fall 2013 - Spring 2018**

Bachelor of Science in Computer Science

**Catawba Valley Community College Fall 2010 – Spring 2013**

Associates in General Arts Studies