

KEVIN LEE

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2239 Meadow Briar Dr

Sugar Land, TX 77498

EDUCATION

University of Houston, Houston, TX
Bachelor of Science – Computer Information System

Graduated: May 2019
Major GPA: 3.311

WORK EXPERIENCE

LT Security Inc - Houston, Tx

December 2021 – Present

Technical Support

- Designed and tested PC-based DVR systems according to customer specifications.
- Conducted product demonstrations and provided technical training to both the sales team and customers.
- Delivered exceptional customer support by diagnosing and resolving product and system issues, ensuring effective solutions, and network configurations for local and remote communications
- Managed support tickets by documenting issues, processing resolutions, and following up with customers.
- Trained new technicians on company standards and procedures, enhancing their onboarding experience.
- Developed comprehensive training materials and documentation for reference and instructional purposes.

Global Merchant Processing - Houston, Tx

March 2012 - May 2020

Technical Support

- Diagnosed and repaired malfunctioning credit card terminals and POS computers.
- Downloaded, installed, and configured software and parameters for credit card terminals and POS systems.
- Managed sensitive information, including credit card numbers and Social Security numbers, with confidentiality and security.
- Configured network and IP settings to integrate printers and credit card terminals with POS systems.

RELEVANT PROJECTS

Sunrise Web API Project

June 2024 – July 2024

- Created a basic application that reports when the sunrise and sunset of a specified location will occur
- Utilizes free Web APIs to get coordinates and its sunrise/sunset information
- Created using ASP.NET Web API

BakeIT

January 2019 – May 2019

- Project Team Created Web Application with Ruby on Rails using the Waterfall Methodology
- Order, Customer, and Product Tracking Application
- Runs monthly and annual reports
- Implementation in progress to Moeller's Bakery

IRIS - Database Management System Design

August 2017 – May 2018

- Project Team used Java to design a management system for La Guadalupana Florist & Gifts
- Created an order and customer tracking application using the Waterfall Methodology
- Designed a GUI for the client

COMPUTER SKILLS

Programming: C++, C#, Java, Ruby on Rails, Microsoft SQL, Oracle SQL, HTML/CSS, PHP, Javascript

Applications: Visual Studios, IntelliJ, Oracle SQL Developer, SQL Server Enterprise, Visio, Visible Analyst, MS Office, Github Desktop

Platforms: Windows, Linux