
Lucy Lamperouge

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Summary

Former IT field technician who dabbled in programming decided to do a Boot Camp for full stack web development, trying to make more than a hobby out of it.

Skills

- PowerShell/Bash
- Hardware Configuration
- JQuery
- Javascript
- HTML
- Hardware Configuration
- MySQL/Mongo
- Node
- React
- Node

Experience

FIELD TECHNICIAN | 11/2019 to 03/2020

Status Pros - Oakland, California

- Documentation of assets on IT glue, labeling those assets, that way if someone called in over the phone it's easy to identify the device they are using.
- Use Kaseya to remote into end user's devices when they needed remote services.
- Set up, troubleshoot, replace, different internet of things devices.
- Examples of these tasks; cleaning a print head to improve print quality, replacing internal components with working ones to solve issues, set up entirely new devices, and fix any networking issues that might arise, sometimes I had to work with their internal IT department.
- Schedule appointments with clients.
- The date and time for arrival, what the issue is, and communicate effectively what I'll need once I arrive on site.
- In my own personal vehicle, I would transport around a trunk stuck of various parts.
- This would allow to me actively troubleshoot hardware without having to go off-site.
- Used solution based communication to get to the root of the issues.
- Not everyone knows exactly what the issue at hand is, and by asking the right questions, most problems can get resolved much faster.

COMPUTER SALES CONSULTANT | 08/2019 to 11/2019

Best Buy - Pinole, California

- Helped customers select computer systems, peripherals and software for their use cases.
- Performed basic troubleshooting and assistance for computer systems and mobile devices.
- Communicated and cooperated with other sales consultants to meet the needs of the end user.

SHIFT SUPERVISOR | 06/2017 to 08/2019

Starbucks - Alamo, California

- Organized and supervised a team of seven for daily operations.
- Communicated and coordinated shift turnovers with other store leaders.

- Managed inventory and stock on hand, and placed inventory orders.
- Managed cash on hand and cash for deposit, oversaw handover of cash for deposit.

Education and Training

UC Berkley Extension - Berkley | Full Stack Programming

Full Stack Programming, 09/2020

Diablo Valley College - Diablo Valley College | Associate of Science

Psychology, 06/2018

Associates for Transfer, Psychology, Diablo Valley College, Pleasant Hill

Acalanes Center For Independent Study - Walnut Creek | High School Diploma

06/2016