|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | |  |  |  | | --- | --- | --- | |  |  |  |   **Lucy Lamperouge**  San Pablo, CA 94806   |   CM: (925) 222-8517  |   E: theelucylamperouge@gmail.com |

|  |
| --- |
|  |

**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 identity 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