


Lucy Lamperouge

 2425 Church Lane, San Pablo, CA 94806

 theelucylamperouge@gmail.com

 (925) 222-8517



Personal Projects

Server Administration (05/2013 – 03/2015) Configured and administrated a game server with a consistent population of 200+ Oversaw a team of five to operate the associated community. Freelance IT Support

(02/2018 – Present) Performed initial setup with new users, configured software, preferences and bitlocker encryption. Installed new hardware and drivers for desktop systems in a windows environment. Configured a new e-mail client according to specific best practices. Performed thorough reviews of service and a



Employment history

Field Technician, Status Pros. Oakland, California

Nov. 2019 – Mar. 2020

- 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, Best Buy. Pinole, California

Aug. 2019 – Nov. 2019

- 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, Starbucks. Alamo, California

Jun. 2017 – Aug. 2019

- Organized and supervised a team of seven for daily operations.



Skills

Jr. Server Administrator

Hardware Configuration

Powershell and Bash

Remote Desktop Support

Desk Side Support

Teamwork

Communication

- 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

Diablo Valley College, Pleasant Hill, California

Associates for Transfer, Psychology, Jun. 2018

Acalanes Center For Independent Study, Walnut Creek, California

High School Diploma, Jun. 2016