**1000 SW Vista Ave, Apt. 708 (503) 893-9925**

**Portland OR 97205 Liem@Georgetown.edu**

**SUMMARY**

Creative, multilingual client-service professional enjoys sharing his skills as an articulate communicator, detail-oriented analyst, tenacious trouble-shooter, and supportive team member. Thrives in project-oriented environments where both product quality and positive human development are valued. Provided high satisfaction to corporate clients as a computer consultant, managed national recruitment for the AmeriCorps national service network, and directed regional volunteer resources for the Red Cross. Excellent references.

**EDUCATION**

**GEORGETOWN UNIVERSITY**, Bachelor of Science in Foreign Service, Washington DC, 1995.

National Political Science & Foreign Language Honor Societies, Dean’s List, 2nd Honors.

**COMPUTER CERTIFICATIONS:** Microsoft Certified Systems Administrator, COMPTIA Network &

Computer Technician (Network+, A+). Detailed list of hardware/software experience available.

**LANGUAGES:** Proficient to Fluent in both French & Chinese (Mandarin, Cantonese).

**CORE COMPETENCIES**

Client Relations Software troubleshooting Recruitment & HR Support

Data Analysis Quality Control Staff Training

**EXPERIENCE**

**MICHELANGELO CONSULTING,** Portland, OR 7/2010 - Present

**Owner/Consultant**

* Provide computer and network consulting and coaching
* Perform system upgrades: research, design, purchase, install and configure network, PC systems (Windows 7/ Vista/XP, Microsoft Office, backup, security), and Mac systems (iMac, eMac, Macbook)
* Teach Mandarin Chinese to adult students
* Edit academic manuscripts to correct English grammar, spelling and structure
* Photography: portraits and head-shots for professional use

#### [AMERICAN](http://www.linkedin.com/companies/909029?trk=pro_other_cmpy) ****RED CROSS, OREGON TRAIL CHAPTER,** Portland, OR** 3/2010 – 7/2010

[**Volunteer Resources**](http://www.linkedin.com/search?search=&title=Director+of+Volunteer+Resources&sortCriteria=R&keepFacets=true&currentTitle=C) **Director**

* Recruit, screen, interview, place, train, and manage volunteers and volunteer coordinators
* Plan and coordinate volunteer recognition and recruitment events, managing volunteer database
* Develop and oversee implementation of plans and policies for volunteer systems (600+ volunteers)
* Maintain program compliance with federal, state, and National Red Cross policies.

**CONSULATE GENERAL OF CANADA**, New York, NY. 7/2007 – 12/2009

**Immigration Officer (Non-Immigrant cases).**

* Interpreted and applied Canadian immigration law, regulations, and policies
* Analyzed and decided cases for temporary residents seeking visas, work permits and study permits
* Interviewed applicants from 150 countries in English and French, explained visa refusal reasons
* Evaluated criminally inadmissible applicants and recommended decisions to National Headquarters
* Researched foreign criminal statutes and sentencing requirements and equated them to Canadian laws

**METRO BUSINESS SYSTEMS**, Stamford CT. 12/2002 – 6/2007

**Network / Sales Engineer.**

*Managed networks and clients for 45-staff HP/Microsoft Partner, Systems Integrator & technology reseller*

* First technical employee to receive sales commission because of success increasing number of clients
* Consulted on network and desktop / application issues in-house and for network clients from the fields of finance (UBS, Goldman Sachs, $2bn hedge fund), health care, market research, hospitality, art, real estate, energy foods, and benefits consulting
* Implemented HP Enterprise and small business Storage Area Networks (EVA 5000/8000, MSA1000), blade servers, Windows and Exchange clusters, SBS upgrades and other network projects at client sites, assisting colleague who is first inductee of HP Global Hall of Fame

**VERTRUE, INC.** (formerly Memberworks) Stamford, CT 5/2001 – 7/2002

**Network Technician**

*Managed networks for Direct Marketing company with 1600 employees worldwide*

* One of two-technician team in charge of 30-server, 300-staff, 3-office local network
* Managed in-house network and supported desktop and application needs of a variety of departments
* Implemented company-wide projects & rollouts: Novell to NT network migration, Win 2000 desktop application upgrades, McAfee to Trend Antivirus migration, Siebel Campaigns / Call Center rollout

**CARDINAL KUNG FOUNDATION**, Stamford, CT 4/2000 – 5/2001

**Systems Specialist**

*Managed network for this non-profit human rights organization while pursuing technology certifications.*

* Designed and supported Microsoft-based network and systems (redundant backup, security, wireless)
* Assisted in editing press releases and newsletters

**CUMMINGS AND LOCKWOOD, PPC**, Stamford, CT 12/1998 – 3/2000

**Network Support Intern** (full-time employee – 3/1999 – 3/2000)

**Administrative Assistant to Systems Director** (temporary – 12/1998 – 3/1999)

*Supported networks for 200-attorney, 450-staff, 8-office multi-state law firm*

* Installed, configured and maintained network systems, and supported desktop and application needs
* Provided administrative support to Systems Director & Managers of Network, Users & Projects

**NOTRE DAME MISSION VOLUNTEERS - AMERICORPS**, Baltimore, MD 1/1996 – 9/1998

**Recruitment Director**, National Office

*Recruited and screened candidates for 7-state non-profit program providing educational and community resource services in low-income areas*

* Co-created successful grant proposal to AmeriCorps for new California site
* Coordinated national recruitment, tripled growth of full-time recruits in 2 years, improving screening
* Achieved 95% retention rate of recruits, 26% higher than AmeriCorps national average
* Proposed training and mentoring programs that led to increased retention and satisfied feedback
* Developed public relations and fundraised with Director in meetings with city, state & church officials
* Computerized office: installed systems & Internet access, pioneered organization’s web site
* Planned organizational strategy and made presentations with Director, board, and region

**SINGAPORE ARMED FORCES**, Republic of Singapore 3/1988 – 8/1990

**Logistics Non-commissioned Officer (Corporal)**

* Planned, organized and administered supply logistics during mandatory military service