

CHERRY LAM

New York City • cherrylam.ny@gmail.com

EDUCATION

New York University, Tandon School of Engineering

Manhattan, NY

Bachelor of Science in Business & Technology Management, Concentrated in Finance

May 2019

Relevant Courses: Management of Information Systems and Technology, Innovation Management, Operations Management

GPA: 3.93/4.00

The Bronx High School of Science

Bronx, NY

High School Diploma

Sept 2011 – June 2015

Honors & Awards: Advanced Placement Scholar, National Honor Society

PROFESSIONAL EXPERIENCE

Memorial Sloan Kettering Cancer Center

Manhattan, NY

Information Technology Engineer

Nov 2019 – Present

- Troubleshoot and repair a variety of systems such as computer workstations, mobile devices, laptops, and printers
- Service and maintain a multitude of different software and operating systems such as Windows, Mac, and Linux
- Construct different websites and deploy projects for the hospital to enhance overall technical environment and workflow

Apple Inc.

Brooklyn, NY

Technical Specialist

Oct 2017 – Present

- Assess customers' support needs by aligning and empathizing and provide complete solutions while navigating ambiguity
- Perform troubleshooting, diagnosis, and repair of Apple MacOS and iOS hardware and software for over 100 clients a week
- Mentor teammates on new products and strategies by providing constructive feedback and offering knowledge as a resource

NY Thai Grill & Sushi Bar

Manhattan, NY

Manager

June 2008 – Present

- Utilize POS Systems to process delivery orders over phones and online services such as SeamlessWeb, GrubHub, Uber Eats
- Maintain a safe and healthy working environment by establishing and enforcing effective and efficient sanitation procedures
- Train potential employees with proper customer service etiquette, basic appetizer and drink preparation, and table setup

Spicy Alley

Manhattan, NY

Manager

Aug 2015 – Mar 2016

- Supervised 15 employees by giving advice or providing support during peak hours to maintain efficiency of the restaurant
- Communicated with customers in regards to satisfactory feedback, overall experience, or suggestions for improvement
- Established presence and implement social media strategies on Facebook and Yelp to increase exposure and double revenues

ClassHook LLC

Queens, NY

Startup Intern

May 2016 – Aug 2016

- Built relationships with educators, schools, and colleges/universities by helping identify goals and creating strategies
- Identified ways to improve overall CH experience, which include new forms of engagement, through studies and feedback
- Utilized the potential of mainstream and social media by curating a strategic compilation of GIFs/graphics to engage with

EXTRACURRICULAR ACTIVITIES

Phi Chi Theta Professional Business Fraternity

Manhattan, NY

Member

Sept 2015 – May 2019

- Attend professional business events to expand network and communicate with various professionals in different industries
- Engage in resume workshops and mock interviews with members to gain experience and sharpen professional skills
- Critically assess the performances of fellow members in order to strengthen their development and time management

Bronx Science Red Cross Club (American Red Cross)

Bronx, NY

President, Secretary

Sept 2012 – June 2015

- Organized and led events such as disaster preparedness, picnics, and scavenger hunts for over 313 members of the club
- Volunteered over 225 hours in community service events such as soup kitchens, clothing drives, and charity walks
- Developed fundraising activities such as bingo games and school food fairs to assist the financial stability of the club

SKILLS & INTERESTS

Languages: Cantonese (Fluent), Mandarin (Proficient), Fuzhounese (Proficient)

Technical: iOS, Microsoft Suite, POS Systems, Python, Fullstack (HTML, CSS, Java), Printer Troubleshooting

Interests: Handball, Biking, Hip-Hop/Pop Choreography, League of Legends, Singing