

Devin Gleason-Lambert

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Education Summary

Institutions		
Institution Name	Focus	
Salem State University	Bachelor of Science - Computer Science	Expected Graduation 2014

Software Experience

Software	
Areas	
Java	Python
C/C++	PHP
SQL	NetBeans
HTML/CSS/Javascript	Visual Studio
Perl	

College Activities

Activities
Group or Organization Name
Salem State University Programming Club

Work Experience

Geek Squad (Best Buy), Danvers, MA	08-2008 - 11-2011
Senior Supervisor, Geek Squad	
Responsibilities:	
<ul style="list-style-type: none">- Maintained overall responsibilities of the department- Prevented and resolved any client issues- Trained new employees & developed existing ones to take on new roles- Managed department 100% to all budgets, turn-times, and satisfaction goals- Filled in for absence of technicians, or in other departments- Promoted from Technician to Supervisor after two years of employment	
Technician, Geek Squad	
Responsibilities:	
<ul style="list-style-type: none">- Assisted clients with repairs and upgrades- Dealt with virus removal, software issues, network troubleshooting, and hardware repairs- Prevented issues from escalating to my supervisors/managers, and if escalation was required I would always come with some sort of solution- Answered questions on products carried by Best Buy and services offered by Geek Squad	

Staples, Rutland, VT	03-2007 - 07-2008
Easy Tech "Technician"	
Responsibilities:	
<ul style="list-style-type: none">- Helped customers with upgrades and repairs consisting of memory upgrades, virus removals, and HDD replacement- Sold computers and services offered by Staples- Most service plan sales for 2008	