Package Class Use Tree Deprecated Index Help

Prev Class Next Class Frames No Frames All Classes

Summary: Nested | Field | Constr | Method Detail: Field | Constr | Method

Devin Gleason-Lambert

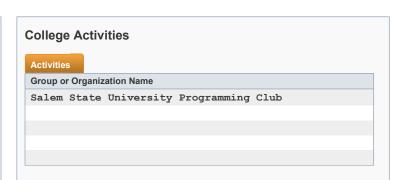
26 High St, Rockport, MA DGLambert@Outlook.com (781) 462-5615

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



Work Experience

Geek Squad (Best Buy), Danvers, MA

08-2008 - 11-2011

Senior Supervisor, Geek Squad

Responsibilities:

- 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:

- 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:

- 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