

KEVIN LAWRENCE

Oakland, CA 94609

(404) 731-5478 | kevin.lawrence404@gmail.com

[linkedin.com/in/kevinlawrence05/](https://www.linkedin.com/in/kevinlawrence05/) | <https://github.com/kingkevin05>

kingkevin05.github.io/Portfolio/

SUMMARY

Results-driven Technology Support Specialist with four years of experience in providing comprehensive technical support, troubleshooting hardware and software issues, and delivering exceptional customer service. Proficient in resolving desktop, notebook, and remote computing problems while maintaining a strong focus on customer satisfaction. Seeking to leverage my advanced knowledge and expertise to contribute to the success of your company.

TECHNICAL SKILLS

Languages: HTML, CSS, JavaScript, Express.js, Node.js, NoSQL, React.js

Summary of Qualifications:

- Four years of experience as a Technology Support Specialist, providing desktop, notebook, and remote computing support.
- Proficient in troubleshooting and resolving hardware, systems software, and applications software issues.
- Extensive knowledge of a wide range of software programs, including Windows 7, and Microsoft Office (Word, PowerPoint, Excel, and Outlook).
- Strong understanding of standard hardware components and peripherals, with expertise in printer and MFD hardware/settings.
- Proven ability to perform regular maintenance, virus scanning, and configuration of PC equipment.
- Detail-oriented and analytical, with the ability to diagnose and resolve complex technical problems.
- Excellent communication skills and a customer-focused approach to deliver exceptional support and assistance.

EXPERIENCE

Vehicle/Software Operator

Zoox

Feb 2023 - Current

San Francisco, CA

- Conducted basic software operation tasks
- Supported missions through a wide variety of roles in and out of vehicles
- Assisted with documentation and metrics
- Provided accurate written and oral feedback to engineering teams
- Supported vehicle maintenance and logistics
- Conducted daily basic vehicle preventative maintenance checks, services, and repairs
- Provided logistical support for the movement and storage of vehicles and equipment

Warehouse Manager

Blackbird Logistics

Sept 2018 - Jan 2023

Oakland, CA

- Hired as a delivery driver and routinely exceeded job expectations. Was promoted to Warehouse Manager within 2 years of employment.
- Consistently followed CA cannabis product storage requirements and mandatory inventory record-keeping protocols.
- Participated in the successful transition of cannabis distribution operations to the CA METRC track-and-trace systems.
- Established order fulfillment procedures and protocols that successfully eliminated inventory discrepancies.

- Successfully taught warehouse staff how to navigate the CA METRC track-and-trace systems thus minimizing bottlenecks in the fulfillment process.

IT Support Specialist Parkside Lending

Jan 2017-Sept 2018
San Francisco, CA

- Provided comprehensive support for desktops, notebook systems, hardware, and customer-related services.
- Configured and troubleshooted printers, Multi-Functional Devices (MFDs), and PDAs.
- Assisted end-users with firm-approved applications such as Microsoft Office, Outlook, iManage, ChangePro, Metadata Cleaning Assistant, Full Authority, Carpe Diem, Remote Desktop Services, VPN, and other applications.
- Conducted regular maintenance on PC equipment, including desktop and notebook computers, printers, monitors, and peripheral hardware.
- Performed virus scans and implemented appropriate measures to ensure system security.
- Diagnosed and resolved hardware, systems software, and applications software issues through troubleshooting and problem-solving.
- Set up and configured desktop and notebook computers, as well as printers, ensuring optimal performance and stability.
- Provided training and technical documentation for installations, upgrades, and various applications.

Technical Support Specialist Minted

Oct -2014 -Jan 2017
San Francisco, CA

- Delivered technical support and assistance to end-users, resolving desktop, notebook, and remote computing issues.
- Installed and maintained Firm PC and notebook computer hardware and software.
- Troubleshoot and resolved hardware, systems software, and applications software issues.
- Assisted end-users with firm-approved applications, including Microsoft Office, Outlook, and other necessary applications.
- Configured and troubleshooted printers, scanners, and other peripheral hardware.
- Conducted regular maintenance on PC equipment and performed virus scans.
- Collaborated with team members to develop and implement efficient support processes.

EDUCATION:

Software Developer Bootcamp: University of California Berkeley | 2021

Bachelor of Arts: The Art Institute of California Hollywood | 2012

SKILLS:

- Technical Support
- Troubleshooting and Problem-Solving
- Software Proficiency (Windows 7, Microsoft Office, IManage/Interwoven Desksite 5, ChangePro)
- Hardware Components and Peripherals
- Printer and MFD Support
- Maintenance and Virus Scanning
- System Configuration
- Training and Documentation
- Customer Service
- Communication Skills