

LAUREN CRAMER

OVERVIEW

Graduate from UCI with a B.S. in Informatics and a specialization in HCI. 2+ years of management experience. 6+ years of technical support experience. Diversified skills including customer service, human resources, management, programming, graphic design, web design, and UI design.

CONTACT

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EDUCATION

University of California, Irvine | Informatics

SEPT 2013 - JUNE 2019

» Specialization: Human-Computer Interaction

El Segundo High School

SEPT 2009 - JUNE 2013

SKILLS

Languages

- » Java ● ● ● ● ○
- » Python ● ● ● ○ ○
- » C/C++ ● ● ○ ○ ○

Design

- » Photoshop ● ● ● ● ●
- » Illustrator ● ● ● ● ○
- » InDesign ● ● ● ○ ○

Development

- » Dreamweaver ● ● ● ● ●
- » CSS3 ● ● ● ● ○
- » HTML5 ● ● ● ● ○
- » Javascript ● ● ● ○ ○
- » React Native ● ● ● ○ ○
- » JQuery ● ● ● ○ ○

Prototyping

- » InVision ● ● ● ● ○
- » Adobe XD ● ● ● ● ○
- » Balsamiq ● ● ● ○ ○
- » Sketch ● ● ● ○ ○

EXPERIENCE

Operations Manager | Eskape Rooms OC

FEB 2019 - AUG 2019

- » Setup business and revenue software, including Quickbooks, customer appointment-booking services, and employee scheduling software.
- » Hired entire staff and created employee work schedules.
- » Tracked company finances, revenue, expenses, and employee wages.
- » Resolved technical issues with office electronics and escape room tech.

IT Manager | Savage Enterprises

SEPT 2018 - FEB 2019

- » Assessed and integrated new software and services, such as Slack, time-tracking software, and Netsuite, depending on the needs of the company or needs of specific departments.
- » Troubleshooted networking equipment, Excel scripts, user systems, and business devices, such as Polycom phones and Zebra printers.
- » Evaluated processes and procedures of tech support staff.
- » Assessed workflows of other departments to help maximize efficiency of current software use.
- » Recommended new software and systems to multiple departments based on workflow observations.
- » Prepared and evaluated workflow solutions.
- » Created manuals for multiple departments for current software, new software, and procedures.
- » Created user tests to determine which software or procedures would be most valuable for a given department.

Systems Analyst | Savage Enterprises

JUNE 2018 - SEPT 2018

- » Troubleshooted user systems, and business devices, such as Polycom phones and Zebra printers.
- » Maintained and updated company tools, such as sales spreadsheets, Excel order form and sales commission scripts, CRMs, ERPs, and ecommerce software, like Shopify.
- » Created manuals for multiple departments for current software, new software, and procedures.

Manager | Eskape Rooms Irvine

FEB 2017 - FEB 2018

- » Interviewed and hired employees and created employee schedules.
- » Tracked company finances, revenue, and employee wages.
- » Resolved technical issues with office electronics and escape room tech.

Game Master | Eskape Rooms

AUG 2016 - FEB 2017

- » Assisted customers in-person and over the phone regarding scheduling, cancellations, refunds, and general inquiries.
- » Handled and resolved customer complaints.

Independent Contractor | HelloTech

AUG 2015 - PRESENT

- » Traveled to customers' homes to provide technical support for personal devices.
- » Resolved various technical issues, such as issues with network connectivity and slow or unusable devices.
- » Setup new devices, including smartphones, laptops, desktops, printers, routers, modems, and Apple TVs.
- » Explained to customers how I resolved the issue, how to troubleshoot it if the issue happens again, and how to prevent the issue in the future.

CONNECT



lcramer



laurencramer



laurenrenee.me