



LAUREN CRAMER

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EXPERIENCE

Customer Success Manager | SPACEQUANT | TX (Sept '20 – Present)

- Assisted customers with processing real estate financial documents.
- Lead product demos for new and existing customers.
- Worked with front-end and back-end developers to make changes to the software and website to improve user experience.
- Created software and site mock-ups using Framer and InVision

Premium Service Technician | SUPPORT.COM | TX (May '20 – Sept '20)

- Provided remote technical support to Cox customers, over the phone or by remotely accessing their device(s).
- Resolved technical issues involving email, networking connectivity, malware removal, and setup and troubleshooting of various smart devices.

Field Support Technician | ROBERT HALF | CA (Feb '20 – Mar '20)

- Temporary contract position to set up recently developed voting machines for the Los Angeles County primary election.
- Followed strict technical and legal protocol mandated by the manufacturer and the county.
- Provided on-call technical support for voting devices and iPads during the election.
- Broke-down and properly stores all devices post-election.

Operations Manager | ESKAPE ROOMS OC | CA (Feb '19 – Aug '19)

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

Sys Analyst & IT Manager | SAVAGE ENTERPRISES | CA (June '18 – Feb '19)

- Assessed and integrated new software and services, such as Slack, time tracking software, and NetSuite.
- Troubleshoot networking equipment, Excel scripts, user systems, and business devices, such as phones and printers.
- Evaluated processes and procedures of the IT department and IT staff.
- Assessed workflows of all departments to maximize the efficiency of current software use.
- Recommended new software/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.

Support Technician | HELLOTECH | CA (Aug '15 – Dec '20)

- Travelled 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.
- Set up new devices including smartphones, laptops, desktops, printers, routers, modems, and Apple TVs.
- Explained to customers how I resolved the issue, how to troubleshoot the issue if it were to happen again, and how to prevent the issue in the future.

ABOUT ME

- Graduate from the University of California, Irvine with a B.S. in Informatics, and a specialization in Human-Computer Interaction.
- 2+ years of management experience. 5+ years of professional technical support experience.
- Diversified skills including customer service, management, troubleshooting, networking, UX research, UI design, web design, web development, and graphic design.

SKILLS

- Photoshop ●●●●●○
- Illustrator ●●●●○○
- InVision ●●●●○○
- Framer ●●●●○○
- Figma ●●●●○○
- Dreamweaver ●●●●○○
- CSS3 ●●●●○○
- HTML5 ●●●●○○
- JavaScript ●●●○○○
- Java ●●●○○○
- Python ●●●○○○

EDUCATION

- University of California-Irvine
 - B.S. in Informatics
 - Specialization: HCI
 - Sept '13 – June '19