

# LAUREN CRAMER

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## EDUCATION

University of California, Irvine | **Informatics**

*SEPT 2013 – JUNE 2019*

- Specialization in Human-Computer Interaction
- Minor in Information and Computer Science
- Club Figure Skating

El Segundo High School

*SEPT 2009 – JUNE 2013*

## EXPERIENCE

**IT Manager** | Savage Enterprises

*SEPT 2018 – PRESENT*

- Manage NetSuite database
- Systems and user troubleshooting
- Evaluate procedures and processes; establish specifications
- Develop solution by preparing and evaluating alternative workflow solutions
- Validate results by testing programs
- Ensure operation by training personnel and providing support
- Provide written documentation and manuals for personnel
- Updates job knowledge by participating in educational opportunities
- Accomplish information systems and organization mission by completing related results as needed
- Help department heads with developing and maintaining new systems
- Research and implement new software, hardware, and systems to help company be more efficient and effective

**Systems Analyst** | Savage Enterprises

*JUNE 2018 – SEPT 2018*

- Maintain and update systems, database, and CRM
- Systems and user troubleshooting
- Provide written documentation and manuals for personnel

**Independent Contractor** | HelloTech

*AUG 2015 – PRESENT*

- Travel to customer's homes to resolve tech issues
- Teach customers how to use new and old devices
- Explain to customers step-by-step how I resolved their issue
- Teach customers how to avoid problems in the future

## EXPERIENCE

### **Manager** | Eskape Rooms Irvine

*FEB 2017 – JAN 2018*

- Worked on multiple tasks and assignments at once
- Stretched extra hours to complete assigned tasks
- Handled employee hiring and scheduling
- Tracked company finances and revenue
- Resolved tech issues with office equipment and room electronics

### **Game Master** | Eskape Rooms Irvine

*AUG 2016 – FEB 2017*

- Assisted customers in-person and over the phone
- Handled customer complaints and effectively diffused situations

### **Temporary Account Specialist** | Jack Nadel International

*JUNE 2015 – JULY 2015*

- Assisted customers with their sales order

## SKILLS

### **Design**

Adobe Photoshop  
Adobe Illustrator  
Adobe InDesign  
Google Sketch-up

### **Web Dev**

Dreamweaver  
CSS3  
HTML5  
WordPress

### **Operating Systems**

Windows  
Android  
macOS  
iOS

### **Operating Systems**

Java  
Python  
C/C++  
Javascript

### **Business**

NetSuite  
Vtiger  
Nextiva  
Tenfold  
Office 365  
Active Directory  
Microsoft Exchange  
Windows Server 2016