MARIA LEE

♥300 Briarcrest Dr #142, Ann Arbor, MI 48104

(517) 610-8058 ■ leemariamh@gmail.com & imarialee.com

EXPERIENCE

Camis USA, Inc Field Coordinator

Ann Arbor, MI

Nov 2015 - Mar 2018

- Created documentation, conducted training, and acted as an escalation point on communication pertaining to implementation and troubleshooting of hardware and networks
- Coordinated, trained, and managed 20 field technicians for twice yearly visits to over 300 client locations for verification of hardware and network integrity
- Created and maintained projects for client-specific issue tracking and asset management as a JIRA administrator
- Developed implementation plans for 4 clients in 2017-2018 and oversaw the progress of the project through weekly meetings with internal departments and the client
- Prepared and met budgets by establishing and maintaining relationships with vendors, negotiating competitive prices, and issuing purchase orders and invoices

Tier 2 Help Desk Technician

Sept 2013 - Nov 2015

- Provided technical and procedural support to 19 clients across the US and Canada
- Discovered and documented bugs and conducted preliminary QA analysis in UAT and QA builds to provide developers with accurate root cause suggestions for issues
- Documented any reported and self-determined issues in JIRA and took ownership of the issue by determining priority and escalation and informing customers of resolution

PROJECTS

Developed a PHP web application which allows users to view and edit data in a MySQL database Designed state machines using an Altera DE2-115 Development Board and Verilog Created a Python application to validate user-entered eight queen problem solutions Evaluated the website for a local company through usability testing, Google analytics, and reports

EDUCATION

Washtenaw Community College, Ann Arbor, MI Associate of Applied Science in Web Development

May 2019

Associate of Appliea Science in Web Development

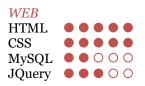
University of Michigan, Ann Arbor, MI

2008-2012

Courses in Computer Engineering

SKILLS

LANGUAGES	
C++	
PHP	••000
Python	•0000
Java	•0000





ADDITIONAL
Project Management
Customer Service
Desktop Support
Network Troubleshooting

PUBLICATIONS

"Cooperation Creates Results." SIGCAS Computers and Society 38.1 (2008): 24-27. Print.

ACTIVITIES

alpha Kappa Delta Phi, Sorority Inc.,

- Vice President External Affairs, Fall 2010-Winter 2011
- Webmistress, Fall 2010-Winter 2011

Asian/Pacific Islander American (APIA) Heritage Month Committee

• Co-chair, Winter 2011

Taiwan Students Association

- Webmaster, Winter 2009
- External Public Relations, Fall 2009-Fall 2010

ADDITIONAL EXPERIENCE

Store Manager – Biggby Coffee, Ann Arbor, MI

Jul 2012 – Oct 2013

- Oversaw and developed staff by recognizing ongoing training opportunities and issuing reprimand as necessary
- Created schedules for a group of 15 employees to meet 133 hours of work per week, emphasizing flexibility due to school schedules
- Reviewed sales daily, ordered inventory weekly, and checked inventory levels and labor forecasting monthly to ensure food and labor costs goals were met