

# MARIA LEE

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## 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

### University of Michigan, Ann Arbor, MI *Courses in Computer Engineering*

2008-2012

## SKILLS

### LANGUAGES

C++ ● ● ● ● ○  
PHP ● ● ○ ○ ○  
Python ● ○ ○ ○ ○  
Java ● ○ ○ ○ ○

### WEB

HTML ● ● ● ● ●  
CSS ● ● ● ● ●  
MySQL ● ● ○ ○ ○  
jQuery ● ● ● ○ ○

### SOFTWARE

Photoshop ● ● ● ○ ○  
Office Suite ● ● ● ● ●  
JIRA ● ● ● ● ●

### 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