MARIA LEE

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EXPERIENCE

Field Coordinator   Nov 2015 - Mar 2018
Camis USA, Inc   *Ann Arbor, MI*
- Created documentation, conducted training, and acted as an escalation point on anything 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 to verify wellness of hardware and networks
- Created and maintained projects for client specific issue tracking and asset management as a JIRA administrator
- Created 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 and negotiating competitive prices and issuing purchase orders and invoices

Tier 2 Help Desk Technician   Sept 2013 – Nov 2015
Camis USA, Inc   *Ann Arbor, MI*
- 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-found issues in JIRA and took ownership of the issue by determining priority and escalation and informing customers of resolution

Store Manager   Jul 2012 – Oct 2013
Biggby Coffee   *Ann Arbor, MI*
- 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

EDUCATION

Washtenaw Community College, Ann Arbor, MI   Intended May 2019
Pursing A.A.S in Web Development
- CPS 276 – Web Programming using Apache, MySQL, and PHP
  - Built database-driven web applications using PHP and MySQL

University of Michigan, Ann Arbor, MI   2008-2012
Completed 87 credits towards B.S.E in Computer Engineering

COMPUTER

Languages: C++, PHP, Python, Java
Software: Microsoft Office Suite, Adobe Photoshop
Web: HTML, CSS, MySQL

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