**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