**EXPERIENCE Camis USA, Inc Ann Arbor, MI**

*Field Coordinator 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** May 2019

*Associate of Applied Science in Web Development*

**University of Michigan, Ann Arbor, MI** 2008-2012

*Courses in Computer Engineering*

**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

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

**ADDITIONAL**

**EXPERIENCE**

* 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