Alexander Lee

770-714-6805

ahlee1026@gmail.com

Experience	**IT Assistant**

Racami, Norcross, Ga

May 2014 – Current

- Self-taught 3rd party vendor programs
- Managed offsite servers and software
- Quality checked program proposals for essential developmental components
- Confirmed operational and technical aspects were functional for software releases
- Provided basic analysis, diagnostics, and resolution to client inquires
- Trained support team on programs and software
- Coached support team on workflow and procedure
- Developed supplementary materials for client education and grasp of software
- Traveled to manage client servers and software installations
- Advised client's system administrator on the implementation of third party software
- Provided contracted support for clients
- Revised existing infrastructure for client efficiency

Production Assistant

Transproma, Norcross, Ga

December 2012 –Current

- Assisted in software development by debugging
- Programmed in C#, VIPP, JAVA, and Visual Basic
- Mastered the Xerox program language
- Created program tasks to provide daily or weekly reports to clients
- Lead project presentations to existing and potential clients
- Generated solutions to prolonged system development issues
- Managed QA team for final print productions

Education   **BACHELOR OF SCIENCE IN PHYSICS**

Morehouse College , Atlanta, Ga

May 2012