Mouang Lee
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Education

UNIVERSITY OF WISCONSIN - MILWAUKEE

INFORMATION TECHNOLOGY MANAGEMENT   GRADUATION - MAY 2018

- Database Management
- Object-Oriented Programming
- IT Infrastructure for Business
- Systems Analysis & Design

Skills

Computer Skills: Adobe Creative Suite, MS Word, Excel, PowerPoint, Access, HTML, JavaScript, VB, C#
Languages: Fluent in Hmong and Working Knowledge in Spanish

Experience

HELP DESK LEVEL TWO TECHNICIAN

UNIVERSITY INFORMATION TECHNOLOGY SERVICE   DECEMBER 2016 - PRESENT

· Routinely handle compromised accounts for client.
· Mentor help desk consultants for efficiency.
· Diagnose, troubleshoot and resolve client incidents using Cherwell ticketing system.
· Excel in asking probing question, researching, analyzing and rectifying to unknown issues.

HELP DESK CONSULTANT

UNIVERSITY INFORMATION TECHNOLOGY SERVICE   AUGUST 2016 – DECEMBER 2016

· Assisted clients face-to-face or on the telephone with university service issues.
· Produced technical journals for consultants, technicians, supervisors and IT departments.
· Troubleshoot client email settings and escalate incidents to technicians and IT departments.
· Managed and secured computer labs and reported daily journals to supervisors.

KITCHEN COOK

PANDA RESTAURANT GROUP INC.   MAY 2014 – DECEMBER 2016

· Developed and managed food costs and budgets.
· Cooked Asian cuisines in quickly and efficiently without compromising food quality.
· Multi-tasked under high stress with cooking and preparing raw materials.
· Trained and established proactive cooks.

LEAD COUNTER HELP

PANDA RESTAURANT GROUP INC.   MAY 2011 – MAY 2014

· Up-sold menu items, beverages and appetizers to produce company profits.
· Responsible for opening and closing restaurant, money drop and cash handling.
· Making leadership decisions regarding food order and guest complaints.
· Trained and dealt with associates in specific instances regarding company policy.