

Michelle Lam

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EDUCATION

CLARK UNIVERSITY

BA in Computer Science + Economics
Expected May 2018 | Worcester, MA

LINKS

Facebook:// mlam6

Github:// mlam6

LinkedIn:// michellelam6

COURSEWORK

UNDERGRADUATE

Econometrics
Applied Game Theory
Urban Economics
Policy Eval. & Edu in Dev. Countries
Modeling Ecologic-Economic Systems
Data Structures
Algorithms
Automata Theory
HTML, CSS & Web Design
Assembly Lang & Comp Organization
Analysis of Programming
Compiler Design
Data Analysis

CERTIFICATIONS

BLOOMBERG MARKET CONCEPTS

Bloomberg Institute

SKILLS

Linux, Macintosh, Windows
Adobe Creative Suite
Bootstrap
C, CSS, HTML, JS, Java, SQL
STATA

Trading Platforms

Trade Architect
thinkorswim

WORK HISTORY

CLARK UNIVERSITY ITS HELP DESK | Technician Supervisor

May 2017 to Present | Clark University – Worcester, MA

- Plays an administrative role
- Creates and organizes training for nine technicians
- Implements and helps enforce policies for both consultants and technicians
- Oversees daily operations and work flow at the Help Desk

CLARK UNIVERSITY BULLETIN BOARD | Manager

January 2016 to Present | Clark University – Worcester, MA

- Manages the electronic bulletin board system that uses digital signage software to broadcast important information to Clark community

CLARK UNIVERSITY ITS HELP DESK | Senior Technician

January 2017 to May 2017 | Clark University – Worcester, MA

- Supervises daily Help Desk operations by managing seven technicians
- Creates and leads training workshops for 30 consultants and technicians throughout the year
- Provides support to 32 Clark undergraduates, graduate departments and 20 staff departments

CLARK UNIVERSITY ITS HELP DESK | Technician

August 2016 to January 2017 | Clark University – Worcester, MA

- Troubleshoot and repaired hardware, software and network problems for faculty, staff and students

CLARK UNIVERSITY ITS HELP DESK | Consultant

August 2015 to August 2016 | Clark University – Worcester, MA

- Assisted students, faculty and staff (in person, over the telephone, and via email) with questions and problems related to the use of Clark University computing resources and did troubleshooting for software and network connectivity problems

EXPERIENCE

MARKET SQUARE | Co-founder

February 2015, 2016 | Worcester, MA

- Organized event for 15+ student startups to sell their goods or promote their services with over 100 attendees

UREKA START-UP COMPETITION | Participant

August 2015-February 2016 | Worcester, MA

- Created a financial budget report for my team's startup

JEREMIAH'S INN | Organizer

October 2014 | Worcester, MA

- Coordinated a dinner for 30+ people with a budget of \$80

EXTRACURRICULAR

ECONOMICS SOCIETY | Treasurer

ENTREPRENEURSHIP CLUB | Treasurer

INVESTMENT & TRADING SOCIETY