

Samuel Lu

IT Technician

Contact

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Skills

Performance Optimization



Hardware Integration



Customer Relationship Management



Software Diagnosis



Work History

04-2019 -
Current

Technical Support Engineer

GIGABYTE Technology, City of Industry, CA

- Devised solutions to operations issues related to hardware such as whole systems, motherboards, graphic cards, as well as software issues such as drivers and BIOS
- Worked closely via phone, email, live chat and web teleconference.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Analyzed both hardware and software issues to identify troubleshooting methods needed for quick remediation.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Ensure quality assurance by testing repaired components before shipping it back to end users

07-2020 -
08-2020

Assistant Battery Assembler

Eon Lithium Inc, Richmond, Texas

- Ensured all batteries were charged prior soldering
- Inspected and tested batteries that have been assembled to ensure safety before shipping it to clients

08-2017 -
03-2019

Warehouse Employee

GIGABYTE Technology, City of Industry, CA

- Used hand-held devices and computers to record and monitor inventory levels, complete audits, and to uncover and address inaccuracies. Decreased errors by 25%.
- Performed inventory control, such as counting and stocking merchandise.
- Maintained accurate inventory records to provide data for use in audits and completion of order requests

- Prepared orders for shipment by systematically picking, packing and labeling merchandise.
- Checked packages and merchandise for damage and notified vendors.

Education

2020-08 -
Current

**Bachelor of Science: Business
Administration and Management**

California State University - Fullerton - Fullerton, CA