
Somsak Chhom

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Education and Training

Jan 2018 - Nov 2018 **Udacity: Grow with Google (Developer Scholarship Program)**
Front-end Developer

2011 - 2014 **California State University, Long Beach**
Fine Arts with emphasis on Graphic Design

Work Experience

May 2012 - March 2017 ***Cynergistek (formerly known as Auxilio) - Long Beach, CA***
Customer Service Representative

Summaries of Responsibilities

- Provide daily customer service and support of network and workstation printers
- Respond to customer support requests and ensure they are resolved quickly, accurately, and professionally (escalate problems to a technician as needed)
- Track and update service calls in a log and/or helpdesk application
- Collect printer meter reads and distribute toner
- Maintain accurate device inventory
- Train end-users on how to make best use of print device

July 2003 – May 2012 ***FedEx Office (formerly known as FedEx Kinkos and Kinkos – Long Beach, CA***
Lead Project Coordinator

Summaries of Responsibilities

- Manages production flow to ensure orders are entered properly, logged into the system, and tracked
- Takes lead responsibility for digital imaging, scheduling and running black and white or color production on full service orders, including finishing services and large job management
- Provide leadership to team members on an assigned shift
- Assists in the training of center team members
- Operates the Point of Sale terminal (POS), handles financial transactions and changes
- Completes required financial paperwork and assists with financial reporting including daily sales, close-outs and bank deposits
- Coordinate shipping related services and activities by determining appropriate shipping methods, informing customers of company products, services, routes, and rates

Skills

HTML • CSS • JavaScript • Git