

Tong Lor

Phone: (651)-235-2653 |

E-mail: tlor0026@gmail.com | 5216 Hamilton Ln N, Brooklyn Park, MN 55443

Work Experience

Noble Academy 9/2021 - Current

Lead IT Specialist

- Manage all hardware components within the organization. This includes up to 750+ computers which includes AIOs, along with various network hardware components like WAPs, network switches etc.
- Keep professional relations with various Vendors who provide the school with various services. Some of these include web applications, hardware support.
- Manage a team of 2 other IT specialists to keep the schools technology infrastructure running smoothly without issues.
- Working in all vast majority of IT environments such as Active Directory, Windows servers, VMware, Avaya phone systems, Meraki cloud networking.

C.E.S Imaging 4/2017 - 8/2021

Service Technician

- Travel to customer locations to conduct maintenance on large format printers and office copiers to ensure customer print needs and print quality.
- Refurbish used plotters and office printers before shipment/ installation with close attention to the quality of prints and printer conditions.
- Install software and print drivers along with maintaining connectivity to printers.
- Work closely with customer IT departments/staff to resolve printer connectivity issues through network diagnostics.
- Provide IT support to various small business when needed
- Provide IT support to the main office such as computer installations, smart phone set ups, network pathing.

Data Recognition Corp 2/2017 – 3-2017

Customer Service Technical Agent

- Assist clients with computer installation of company software over the phone.
- Verify accurate and complete installation of software by testing software on client computers.
- Resolve server connectivity and network configuration issues by troubleshooting with clients.

EMC Publishing 9/2016 – 1/2017

IT Support Technician

- Engaged in live chats with students, instructors and account representatives for all inquiries regarding help with the use of company products.
- Provided email support for customers who express issues with company software.
- Handled computer software along with expressing knowledge of Microsoft Applications for first hand use.

Cabelas 05/2015 – 08/2015

Cashier

- Complete customer transactions timely and accurately.

- Re-stocked products that were returned/ not placed in the right area.
- Replenish cart inventory.

St. Jude Medical 04/2014-09/2014

Medical Assembler

- Assembled medical parts to be polished and clean before shipment to hospital facilities.
- Create electronic work orders.
- Document operational and defected part measurements.

Intricon 09/2013 - 02/2014

Machine Operator

- Operated automatic machines that produced medical parts to be used for hearing aid purposes.
- Set and calibrated machine temperature and sequences.
- Inspected medical parts for accurate measurement and defects by conducting quality checks.

Wells Fargo 03/2013 - 07/2013

Operations Processor

- Reviewed paper mortgage loan applications for accuracy against electronic files.
- Prepared loans and mortgage files for archive.
- Document production and time in My Time Management.

Covidien 06/2012 - 02/2013

Packager

- Construct spider catheters used in cardiovascular surgery.
- Prepared orders for cleaning by packing spider catheters.
- Reviewed work orders for accuracy.

Boston Scientific 10/2011 - 05/2012

Laser machine operator

- Operated machines that would produce stents using lasers.
- Operated manufacturing machine.
- Document all processes information needed with the work order including measurements and test requirements.

Fuji Colors 10/2009 - 06/2010

Auditor

- Verified customer orders against order labels to ensure accurate placement of photos.
- Prepared customer orders for shipment by organizing photos based on customer specifications.
- Accurately sort photo packages to their assigned location bins.

Cub Foods 05/2008 - 5/2009

Cashier

- Independently complete customer transactions.
- Created inviting customer experience through delivering excellent customer service.
- Stocked goods to ensure adequate inventory for customer purchase.

Education

North Hennepin Technical College

05/2016

Computer Help Desk Technician Certificate

Augsburg College
Generals

2010-2011

Harding Senior High school
Diploma

2006-2010

