Tori Lee

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EXPERIENCE

Technical Account Manager
Kinetix Solutions | May 2025 - Present

- Serve as a liaison for clients, ensuring smooth IT support delivery and strong relationships.
- Create documentation and lead training to speed up onboarding and improve team efficiency.
- Configure and refine Halo PSA — roles, permissions, knowledge base, and workflows — to boost performance across client environments.
- Analyze support trends to uncover automation opportunities and implement solutions that streamline operations.

Program Assistant
Florida State University International Programs | Valencia, Spain
September 2024 – December 2024

- Mentored and supported students during cultural immersion in Valencia.
- Assisted in coordination of large group trips maintaining clear communication with students and staff.
- Streamlined operations by organizing schedules and delivering announcements.
- Primary contact for student concerns while fostering a supportive inclusive environment.

Intern
Siemens Med-Lab | July 2023 – August 2023

- Collaborated closely with the DevOps team to understand and assist in the software development lifecycle.
- Participated in daily Scrum meetings, contributing to sprint planning, retrospectives, and stand-ups, gaining valuable insights into Agile methodologies.
- Engaged in quality assurance testing, ensuring the reliability and efficiency of software products.
- Assisted in the development and execution of test cases and reported findings to the development team for improvements.

Manager
Red Ginger Asian Bistro Restaurant | August 2019 – May 2025 (Intermittent)

- Supported the General Manager in implementing policies and achieving business goals.
- Oversaw staff performance, provided training, and ensured adherence to restaurant standards.
- Handled customer inquiries and complaints with professionalism, fostering strong guest relationships.
- Delivered high-quality service as a bartender, creating a welcoming and memorable dining experience.

EDUCATION

BA in Computer Science at Florida State University | Mentor in Women in Computer Science

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PROJECTS

News Website

- Developed an interactive web application for aggregating and displaying news from Hacker News.
- Implemented features like user registration/login, news feed, user profiles, and an admin panel using Python, Flask, and HTML.
- Integrated Auth0 for user authentication and SQL for managing a database of user preferences and article interactions.
- Ensured efficient and reliable application performance using NGINX and GUnicorn.

Canvas Model

- Developed a C#-based application simulating a canvas model for student and class management using .NET MAUI.
- Engineered features for enrolling students in classes, adding files, and managing student profiles within the platform.
- Implemented a user-friendly interface for students to access and view class materials and information.
- Utilized .NET MAUI for cross-platform functionality, enhancing accessibility across different devices.

TECHNICAL SKILLS

- **Languages**: C++, C#, Python, Java, SQL, HTML
- **Technologies**: NGINX, GUnicorn, Flask, Cloud Computing, .NET
- **Developer Tools**: Git, Unix, Linux, Ubuntu, MacOS, VSCode

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SKILLS

- Knowledge of DevOps principles and practices
- Familiar with Agile and Scrum methodologies
- Proficient in conducting quality assurance testing, developing test cases, and identifying software bugs
- Effective communication skills; adept at teamwork in software development settings
- Strong organizational and leadership abilities from managing group logistics and mentoring students during study abroad programs