

LILY CHON

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OBJECTIVE

Passionate, quick to learn and master new technology and proficient in computer systems, languages, tools, and testing methodologies. Recognized for outstanding skills in problem solving regarding technical and analytical problems.

SKILLS SUMMARY

- Project Management
- Report Preparation
- Technical Support
- Business Analytics
- Customer Service
- Written Correspondence
- Programming
- Problem Solving
- Professional Presentations

EMPLOYMENT HISTORY

07/2017 – Current **PERKINS COIE LLP** – Boise, ID
Service Desk Technician

- Responded to and resolved support tickets over phone, e-mail, and in person
- Troubleshoot IT related issues for Microsoft Office, Adobe, and iManage DMS.
- Conducted online research to investigate and resolve issues.
- Assisted in creating and editing Service Desk processes.
- Utilized Milan to ensure documents and workspaces' security permissions were properly established and ensured users received appropriate access to DMS workspaces and documents.
- Collaborated with the DMS applications team to resolve DMS issues regarding crashing, server connection errors, and filing failures.
- Participated in the Windows 10 migration from Windows 7 for the Boise office and reported issues and failures during and after the migration.
- Formatted and imaged computers for company use and primary point of contact for equipping new hires with appropriate desk setup. Activated ports as needed and installed additional software upon request.

05/2016 – 01/2017 **MR. WOK** – Boise, ID

Management and Waitress

- Managed restaurant and managed projects that renovated the marketing aspect of the restaurant.
- Created a project charter multi-criteria analysis, work breakdown structure and utilized Microsoft Project to create an analysis of durations, start and finish dates, predecessors, and milestones.
- Designed the structure and visual design of the entire restaurant including logos, menus, websites, and the image of the restaurant.
- Increased sales revenue through efficient marketing and increased communication through websites.
- Completed all projects under budget and exceeded the meeting goal by finishing the projects earlier than scheduled.

06/2009 – 03/2010 **WDS GLOBAL** – Boise, ID
Supervisor and Technical Support

- Assisted with technical issues regarding hardware and software malfunctions.
- Processed confidential information including account research and reconciliation.
- Handled customer inquiries and complaints on a higher tier level.
- Supervised team workers on performance and customer satisfaction.
- Analyzed call logs to spot common trends and underlying problems.

EDUCATION

Boise State University 08/2010 – 12/2016
Bachelor of Business Administration: Information Technology Management
Coursework on Database, Networking, Programming, and Project Management

COMPUTER SKILLS

Systems	Windows, OS, Android
Databases	SQL, Access, Relational Databases
Languages	SQL, HTML, C#, Java
Software	MS Office including Project & Visio, Visual Studio, Adobe Illustrator, Photoshop, iManage DMS, Service Manager