ALYSSA LEE
Construction Project Manager & Technical Account Manager
303-883-6011• alyssa@doublealee.com • San Francisco, CA • http://www.linkedin.com/in/alyssaleeco

APPLIED SKILLS

Interpersonal: 8+ years customer-facing experience (both regionally and globally); Training and leading a technical support team; Directing game and video productions; Serving as a liason between technical and artistic side of game and animated feature productions; Serving as a liason between sales, support, and the customer for both Enterprise and Client customers; Coordinating company social events and ice breakers; Understanding needs of client during freelancing character and prop rigging for animation and commercial residential renovation projects

Technical: Linux / Unix Administration; Shell-scripting; Experience with Java, C, C++; Troubleshooting Windows and Mac OSX; Troubleshooting and QA for Enterprise and Client software deployments; Technical advisory for Networking, Server, Storage and Virtualization for Enterprise and Client environments

RECENT WORK EXPERIENCE

Star Touch Group, San Francisco Bay Area, CA   April 2017 – Present
Construction Project Manager
- Managing and leading construction and commercial residential renovation projects.
- Conducting time and cost estimations, forensic deconstruction evaluations, planning and permitting with city officials, and meetings between contractors and clients.
- Consulting and designing based on the needs of the customer and implementation of the designs for renovations.
- Project course management throughout duration of projects.
- Creating billing and invoicing and delivering to the customer.

Other contributions:
- *Marketing:* Designed name, logo, apparel, and company cards**;** Photo and video documentation of projects.
- *Spokesperson:* being an advocate for the company and keeping clients up-to-date with latest company information.

Dell EMC, San Francisco, CA   June 2015 – Present
Technical Account Manager
- Develop and build upon customer relationships by maximizing the value of assigned customer's investment in Dell products and serving as a customer advocate.
- Develop and coordinate proactive maintenance initiatives based on industry best practices.
- Act as single point of contact for all support requirements to assigned customers' environments and ensure contractual support service deliverables are understood and managed effectively.
- Collaborate with the TAM team to continuously improve internal and external processes to maximize service level and operational effectiveness.

Achievements:
Assigned as a mentor for five Dell new hires and recognized as a Dell Champion (brand and customer advocate); helped develop and improve new and revamped TAM processes in the TAM org; Increased Dell tool adoption and ProSupport Plus footprint among bay area customers; ITIL V3 Certification; ITIL Intermediate Certification in IT and Support Analysis; Nutanix Professional Certification (4.5)

Awards:
Excellence@ Dell Award: Inspiring Leadership (Nov 2016) – for fast growth as a leader in the TAM org.

Nitro Software, Inc.   Oct 2012 – May 2015
Technical Account Manager (San Francisco, CA, Nov 2014 – May 2015)
- Work closely with the sales team as a technical advisor for our products to help drive and manage the technology evaluation stage of the sales process and handle pre-sales customer escalation issues.
- Serve as a liaison between system administrators, IT resources, and engineering teams.
- Deliver product demos and presentations both on and offsite to new enterprise clients.

US Landing Team Ambassador, Support Team (Dublin, Ireland, April 2014 – Oct 2014)
- Work with landing team of San Francisco based employees to help structurally and culturally set-up new Dublin office.
- Onboard, work with, and train new employees, and develop company-wide Product Training curriculum.
- Help build and establish a global/multilingual technical support function for an EMEA client base.

Enterprise Support Representative (San Francisco, CA, Oct 2012 – Nov 2014)
- Serve as a primary contact for post-sales enterprise clients and assist in server and desktop deployments
- Create internal documentation for department procedures and protocols; Work with team to develop workflows and system improvements and identify trends to proactively address common issues.
- Document bugs and assist in testing for QA and moderate public forum to gather and pass on customer feedback to QA or Development.

DreamWorks Animation, Redwood City, CA   Jan 2012 – July 2012
Technical Resource Administrator
- Monitored and kept the render farm / infrastructure servers running at max capacity via linux / unix administration.
- Maintained resource allocations for multiple productions; checked & delivered rendered shots for dailies & rounds.
- Assisted artists with render job submissions and technical errors.
- Handled studio help desk calls after hours and on weekends and escalated issues.
- Developed tools to more efficiently render production frames (shell-scripting).

Projects: *Madagascar 3, Rise of the Guardians, The Croods, Turbo, Mr. Peabody & Sherman, Me & My Shadow*

ADDITIONAL EXPERIENCE
Freelance, Dallas, TX and Emeryville, CA - *Rigger for 3D Animation* (2011-2012)
- Created controls and bipeds, quadrupeds, creatures, cartoony and realistic based on the needs of the client.

GeoWhiz Universe LLC, Dallas, TX - *Game Designer* (2011)
- Wrote game descriptions, gameplay, assets list, and technical needs for a series of flash games.

University of Texas at Dallas Richardson, TX - *Project Manager, Director* (2011)
- Scheduled meetings, created gant charts, and managed assets for game productions.
- Critiqued individual works and served as a resource to problem solve while the team worked through the pipeline.

Motus Digital, Richardson, TX - *Motion Capture Intern* (2010)
- Cleaned motion capture data via Blade 1.7 and Vicon IQ and helped set-up studio space for recording sessions.

Liquid Logixx, Dallas, TX - *Storyboard Artist Intern* (2009)
- Illustrated panels to tell stories in a visual, storyboard form for commercials and worked closely with the director to help conceptualize sequences.

ADDITIONAL PROJECTS
- **Projects written in C**: Disease Spread/Zombie Simulation (2010), Encryption/Decryption Program (2010)
- **Programs written in Java**: Sudoku Game (2009, 4th Place in Computing Fest in Dallas, TX)

EDUCATION
- **Animation Mentor,** Emeryville, CA, Spring 2013
  - Character Animation Studies
- **The University of Texas at Dallas**, Richardson, Texas Spring 2011
  - B.A. Arts and Technology, Animation, minor in Visual Arts, GPA: 3.93

VOLUNTEER
- **Hawaii Wildlife Fund,** Paia, HI – Hawaii Turtle Team (2017)
- **Super Bowl 50,** San Francisco, CA - Sustainability Group (2016)
- **Silicon Valley Comic Con,** San Jose, CA – Line Control (2016)