Lily Carpenter

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Summary Hard working mother of two who is looking to exit the tech industry and start a career in the food service industry.

Relevant Skills Customer Service, Personable, Excellent Memory, Mentoring and Leadership, Public Speaking

Employment History

Walmart, Springfield, MO **July 2018 - Present**
Retail (Overnight Stocker)

Provided customer service and stocked freight onto shelves.

- *Customer Service*: Answer customer questions on products, guide customers to item locations, deal with customer complaints.

Intoximeters, St. Louis, MO **October 2014 – December 2017**
Web Development (Software Engineer)

Provided customer service and development for custom business web application software.

- *Mentoring, leadership*: Mentor team members in best practices, assist team members in learning new technologies, and evaluate new technologies.
- *Customer Service*: Answer customer phone calls, handle requests and help troubleshoot problems up to and including complex billing issues. Help calm upset customers.

Camber Corporation, O'Fallon, IL **December 2012 – October 2014**
Cybersecurity (Software Developer)

Designed and developed simulators for the Department of Defense and commercial customers.

- *Mentoring, leadership*: Teach co-workers technologies, mentor them on development practices, and evaluate new technologies.

Total Highspeed, Nixa, MO **March 2012 - December 2012**
Web Development and Tech Support (Tech I/Software Developer)

Provided quality technical support while maintaining the company website.

- *Customer Service*: Answer customer service and technical support calls. Walk customers through troubleshooting and fixing internet issues. Help calm upset customers.

Computer Geeks, Springfield, MO **November 2011 - March 2012**
Computer Repair and Customer Service (On-Site Technician)

Complete computer solution provider to both residential and business customers, drove to do work directly on site.

- *Customer Service*: Go to customer businesses and homes to work on their computer issues. Handle from scheduling appointments, through troubleshooting issue, all the way through resolving the problem.
- *Sales*: Sell needed products and services to customers while maximizing revenue.

Education and Leadership

- Associate Degree of Interdepartmental Studies
- Founded and led the St. Louis Lisp Programming Language Users Group
- Led the St. Louis Clojure Programming Language Users Group