

# James Lemley

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## EXPERIENCE

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### Hardware Analyst– Full Time

May 2021 – Present

Linxup | Chesterfield, MO

- Provides quality assurance for returned devices being delivered to our fulfillment facility.
- Troubleshooting GPS devices to discover problems and resolve any issues that arrive with software.
- Creates use cases/scenarios to test devices and ensure full functionality.
- Provided quality controlling/testing devices before distribution to enterprise customers.
- Proficient in Microsoft desktop products including Access, Word, Excel, Power Point and Project.
- Ability to work independently and maintain multiple projects/tasks to ensure fulfillment dates are met for customers.
- Provide support for CSR escalations regarding technical issues with devices.
- Utilization of Salesforce to facilitate ticketing for engineering cases and working with other linked cases for quickest resolution.
- Operates within spreadsheets to maintain/analyze data with inventory, changes, and status updates to devices.
- Handles meetings for objectives pertaining to client inquiries, post-mortems, and triage bridges to resolve issues.
- Facilitates updates via SecureCRT to run scripts to maintain firmware is up to date.
- Processes mass over the air updates to hundreds of devices at one time for multiple clients.

### Department Lead – Full Time

July 2017 – April 2021

Aero Metal Finishing Inc. | Fenton, MO

- Inspected finished products for QA and adherence to client requirements/specifications.
- Coordinate with Production Manager and Client Manager to prioritize projects.
- Prioritized expedited and escalated projects while maintaining regular project timelines without interruption for hardware processing.
- Analyzed department functionality to improve productivity and overall increase of metrics.
- Held daily standups to determine best fit for processing hardware to meet client shipping deadlines.
- Ensured standards/requirements were met for Quality Assurance/Inspection of parts.

### Assistant Manager – Full Time

Aug 2009 – Aug 2016

UPS Store | Arnold, MO

- Assisted direct reports with customers, packaging, and shipping.
- Trained new personnel within 30-60-90 plan to be successful.
- Handled customer requests and complaints with accurate and fast resolutions
- Performed ordering of supplies, daily bank deposits, stocking, and store opening/closings.
- Created items within Microsoft Office to be printed for clients.
- Provided detail orientated and organized management to ensure shipping deadlines were met.
- Maintain store upkeep of inventory and appearance.

## Education

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University of Missouri – St. Louis

Bachelor of Science: Mathematics 2018

## **Certifications**

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Google Data Analytics Professional Certificate  
Coursera | Google | Issued August 2021

Google IT Support Professional Certificate  
Coursera | Google | Issued May 2020

## **SKILLS**

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Salesforce | G Suite | Google Hangouts | | Microsoft 365 | Microsoft Software Center | Command Prompt PowerShell | Oracle SQL | Remote Desktop | Excel | Tableau | Data Visualization | Project Management UAT Testing | Data Analysis | SecureCRT | R | Pivot Tables | Data Warehousing | Python