

KEVIN B. LEE MIT, B.A.S.C.

14174 83rd Avenue, Surrey, B.C., Canada, V3W-0V7 e-Mail: kevinb_lee@shaw.ca
Mobile: (604) 789-8281 / Residence: (604) 599-4231

Profile

- 7+ years business / office management experience (Project, Operations, Service) who has solid understanding of filing / indexing methods as well as office policies and procedures.
- Excellent communicator. Capable of building solid relationships with clients and colleagues. Able to express and articulate ideas / concepts both written and verbal.
- Computer literate. Proficient in a variety of software application suites such as Microsoft Office 2000 and various operating systems (Windows 2000, XP, Vista, DOS, MAC) with strong keyboarding skills (72 wpm).
- Detail-oriented personality and highly organized. Able to effectively manage and maintain all types of data records manually or through a computer system / network.
- Understand accounting / bookkeeping principles and administrative reports, contracts, and forms.
- Strong aptitude for learning. Able to learn and adapt quickly to new policies, procedures, and shifting priorities.

Employment Experience

Project Coordinator – Hostway Corporation-----2007 - 2009

Vancouver, B.C., Canada

- Managed 15+ IT projects from start to finish. Projects involved website updates, product development and co-ordination of marketing events & offers.
- Sifted through multitude of database records to ensure customer data and data type is accurate and complete prior to migration onto Hostway ServicePlex system.
- Sorted, filed, and organized project files based on DNR (Domain Name Registrations), Dedicated Hosting, and Shared Hosting projects for easy reference and archiving.
- Setup meetings (e.g. kick-off, status report, post-mortem), document minutes, and disseminate information to respective parties.
- Liaised between internal departments (e.g marketing, product management, R&D, QA, tech support) to ensure proper communication and seamless integration / development / testing of final product prior to rollout.
- Utilized several software applications such as Word, Excel, Visio, and Project to create, maintain, and update project plans, status reports, and workflow / process diagrams.
- Performed everyday office / administrative duties such as faxing, photocopying, scanning, and typing various correspondence letters and emails (e.g. request for proposal, letter of authorization etc).

KEVIN B. LEE AIT, B.A.S.C.

14174 83rd Avenue, Surrey, B.C., Canada, V3W-0V7 e-Mail: kevinb_lee@shaw.ca
Mobile: (604) 789-8281 / Residence: (604) 599-4231

Operations Manager / Service Coordinator – Konecranes Inc.-----2001–2006

Delta, B.C., Canada

- Prepared and administered preventative maintenance inspection contracts for variety of customers in BC with cranes / hoists ranging from 1/2 – 50 ton capacity.
- Maintained and updated customer information using Maximizer database.
- Maintained and updated crane equipment and inspection reports using Mainman (Proprietary) database.
- Produced quotations, confirmed proper profit margins, and sold crane repairs & hoisting equipment based on technician inspection reports.
- Coordinated the procurement of supplies, materials, equipment and subcontract labour.
- Handled emergency service calls and dispatched appropriate technicians accordingly.
- Managed a diverse team of crane technicians and planned / scheduled work to ensure productivity is at 90% or above.
- Prepared monthly sales and quotation reports (actual and forecast) to Regional Manager.
- Prepared, on annual basis, inventory reports of all crane parts & components in warehouse for auditing purposes and year-end adjustments.
- Monitored and controlled operating costs for inspection and repair jobs according to budget. Approved expenses outside scope of work and quote.
- Performed various office administration duties such as filing, faxing, entering orders, issuing and receiving purchase orders, recording petty cash transactions etc.

Education

- **Applied Information Technology Business Diploma**
Information Technology Institute (ITI), Vancouver, B.C., Canada -----**April 2001**
- **Environmental Protection Studies**
Kwantlen University College, Richmond, B.C., Canada-----**August 1999**
- **Bachelor of Applied Science (Dept. Bio-Resource Engineering)**
University of British Columbia (UBC), Vancouver, B.C., Canada-----**April 1995**

Computer Skills

- Operating Systems: Windows 95/98, 2000, XP, VISTA, DOS, MAC
- Business / Office: Word, Excel, Outlook, PowerPoint, Project, Visio, Quickbooks
- CRM / ERP: Maximizer, Mainman (Konecranes), ServicePlex (Hostway)
- Database: Access, IBM DB2
- Programming / Network: Website Design (HTML), VB, Java, LAN / WAN
- Media: Photoshop, Flash, Fireworks