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Lykeem Laws

Professional Summary

Tech-savvy professional with a strong foundation in sales, customer service, and technical support, seeking a remote technology or administrative position. Adept at utilizing industry-specific software, optimizing workflows, and collaborating virtually with cross-functional teams. Proven ability to thrive in remote environments, demonstrating problem-solving and leadership skills in both technical and client-facing roles. Committed to leveraging technical expertise and strong communication to contribute to business growth and innovation.

Skills & Competencies

- **Data Analysis & Visualization:** Proficient in analyzing trends and creating actionable insights (IBM Data Analyst training in progress).
- **Technical Tools:** Expertise in Salesforce, Okta, GIS, Windows OS, and data visualization platforms like Tableau.
- **Data-Driven Decision Making:** Skilled in gathering, cleaning, and

interpreting datasets to optimize business processes.

- **Project Management Tools:** Familiar with Asana, Jira, and Trello for collaborative team coordination.
- **Remote Work Expertise:** Effective in virtual environments, with excellent communication and time management skills.
- **Process Optimization:** Proficient in identifying inefficiencies and streamlining workflows.
- **Problem-Solving:** Strong troubleshooting skills to resolve technical and system-related issues.

Professional Experience

Remote Technical Support Specialist

Franklin Energy – Raleigh, NC (Remote)
May 2024 to Present

- Provide remote diagnostics, troubleshooting, and technical support for HVAC and energy management systems, leveraging cloud-based platforms to manage and track service requests.

- Utilize remote monitoring tools to proactively identify and resolve technical issues before they impact clients, ensuring optimal system performance.

- Collaborate with technical teams via video calls and chat platforms to streamline issue resolution and improve customer service delivery.

Remote Security Operations Administrator

Securitas – Morrisville, NC (Remote)
January 2022 to Present

Collect, process, and analyze security data from various sources, including firewalls, intrusion detection systems (IDS), and Security Information and Event Management (SIEM) platforms.

Develop dashboards, reports, and visualizations to present security metrics and trends to stakeholders.

Identify anomalies and patterns indicating potential threats or breaches.

Remote Sales & Account Manager

Spectrum (Charter Communications LLC)* – Orlando, FL (Remote)
March 2020 to January 2022

- Utilized Salesforce and other CRM tools to manage a remote B2B sales pipeline, ensuring effective account management and timely follow-up on leads.

- Facilitated remote consultations with clients to assess their tech service needs, providing recommendations for voice, video, and WiFi solutions.

- Coordinated remote service installations by liaising between clients and technicians, ensuring smooth implementation and customer satisfaction.

Remote Technical Support Assistant

Lumen – Philadelphia, PA (Remote)
March 2016 to March 2020

- Assisted remote technicians in troubleshooting, diagnosing, and resolving technical issues related to HVAC and telecommunications systems.

- Provided virtual support for system installations and maintenance, ensuring clients' systems were functioning properly through digital communication platforms.

- Conducted system performance checks and coordinated remote training for clients on system operation and troubleshooting techniques.

Remote Administrative Assistant / Operations Coordinator

United States Department of Agriculture, Food and Nutrition Service – Philadelphia, PA (Remote)
August 2015 to March 2018

- Managed remote logistics and operations, utilizing cloud-based inventory management systems to track and organize shipments.

- Communicated remotely with cross-functional teams to prioritize workflow, schedule deliveries, and ensure timely audits of produce freshness.

- Supported remote communication with vendors and clients, handling inquiries and troubleshooting any issues related to inventory or order fulfillment.

Education

Business/Biology

West Chester University of Pennsylvania
August 2013 to June 2015

High School Diploma

Preparatory Charter High School
(Mathematics & Environmental Science)
August 2009 to June 2013

Additional Skills

Data Analysis Training: Enrolled in IBM's Data Analyst program, focusing on Excel, SQL, Python, and data visualization.

Technical Documentation: Proficient in creating detailed reports and user guides.

Collaboration Tools: Skilled in Slack, Zoom, Microsoft Teams, and Google Workspace.

Certifications:

- **EPA Universal Certification**
– Franklin Energy
 - **Data Analytics: IBM**
(Present)
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- **Project Management:** Experience managing remote teams and coordinating projects using Asana, Jira, and Trello.

- **Remote Collaboration:** Proficient in using communication tools like Slack, Zoom, Microsoft Teams, and Google Workspace for effective virtual communication.

- **Digital Marketing & Sales:** Strong background in digital marketing and tech sales strategies, including managing leads, online consultations, and product demos

Additional Information

- Willing to relocate and work in any time zone, as needed for global remote opportunities.

- Authorized to work in the U.S. for any employer.