

KEVIN JAMES LANG

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Summary

- Telephone support experience, including various web based CRM/ticketing applications
- Configured, deployed, and maintain PC, mobile, and network assets for a small business
- Certified as a Microsoft Retail Advisor after receiving advanced Microsoft Office (Excel) training
- I've built websites and am familiar with the basics of various programming languages such as XML
- Provided award-winning telephone, e-mail, and in person tech support to 10,000+ clients in 6+ years
- Over 10 years of experience running and supporting professional AV equipment (mostly audio)

Professional Experience

Internal Revenue Service, Andover MA

Seasonal Contact Representative 2014 2015

- Maintained, managed, documented, and tracked accounts valued upwards of \$10M
- Created and presented easy techniques that would save the company \$200,000+ a year
- Provided exceptional service scoring a 100% nationally reviewed call within weeks of service
- Made determinations through sound judgment to resolve caller disputes and delinquency issues
- Developed, analyzed and evaluated information across multiple software and database systems
- Personally created/provided training for Excel-based job aids and a collaborative digital notebook

Audio Cotton - Brockton, MA

IT Manager/Principal 2006 2015

Audio Cotton was an online apparel retailer, wholesale garment decorator, and custom t-shirt event company. I had run all business aspects in my free time, growing operations from printing a few shirts for friends, to printing for a platinum selling musician, and for events with 200,000+ attendees.

- Maintained, and updated of 5 multi OS workstations, 4 printers, and 3 mobile devices
- Ability to concurrently manage up to 8 print jobs and multitask all other business projects
- Created software operations manuals to assisting business partners with overall operations
- Provided all technical support, including creation and execution of all strategic and tactical IT plans
- Successfully adapted, prioritized, and turned a profit on a \$10,000 print job with a timeline of 6 business days after receiving defective raw materials on day 3
- Deployed and maintained small scale VoIP telephone system

Best Buy - Brockton, MA

Microsoft Advisor/Geek Squad Support/Computers Specialist 2007 2013

- Provided award-winning phone, e-mail, and in store support for over 10,000 users of all tech. levels
- Performed troubleshooting, repairs, installations, upgrades, and setup 100's of customer's products
- Became a leading source for tech knowledge/advanced Microsoft features to customers/associates
- Coordinated team of customer support associates who achieved the distinction as the company's #1 combined sales/tech support team
- Provided logistical and tactical support for various district project teams

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Reebok Stoughton, MA and Olympia Sports - Canton, MA

Sales/Lead/Stockroom Coordinator 1996-2005 and Keyholder/Assistant Manager 2005 2007

- Developed and executed store specific mismatch strategy saving the company over \$10,000
- Coordinated \$1,000,000+ of inventory, PI preparation, training, and leadership, of a 5 person team
- Provided award-winning customer service, resulting in the first 100% secret shopper score
- Performed general troubleshooting and fixes for 2 handheld devices and 7 workstations

TRP Sports and Entertainment (Boston Music Awards/NEMO Conference)

Volunteer/Community Relations/Conference Assistant/Volunteer Coordinator 2001 2005

- Procured, organized, and coordinated 70+ volunteers at over 20 event locations
- Set up, and acted as an artist liaison for Starbucks singer/songwriter competitions
- Created documents to increase efficiency and save future teams many hours of prep time
- Set up music showcases, trade show booths, industry panels, and general awareness events
- Managed internet/grass roots campaigns to increase artist submissions and attendee interest
- Handled processing and screening of music showcase submissions

Olympia Sports - Canton, MA

Sales/Keyholder/Assistant Manager 2005 2007

- Responsible for all store management and operations duties
- Quickly, clearly, and effectively handled all types of customer issues
- Thorough training/coaching led team to exceed store sales goals for most of 2007
- Managed team ensuring that policies, procedures, and seasonal merchandising goals were 100%
- Troubleshooting and maintenance of all Point of Sale systems functionality and network connectivity

91.5 WUML/WJUL, Lowell MA

Licensed Disc Jockey/Producer 2002 2005

- Produced and provided on-air talent for a weekly 3 hour all local music show

Education

University of Massachusetts Lowell, Lowell, MA

BA: Music Business, Minor: Business, 2005

- Awarded National Association of Music Merchants Scholarship

Connecticut School of Broadcasting, Wesley Hills, MA

Diploma, 1995

Massasoit Community College

- Various business and marketing courses taken

Microsoft

- Certified Microsoft Retail Advisor