

# Keith Fong

2621 Plaza Del Amo, Unit 524, Torrance, CA 90503  
keith@resolved.com | (916) 572-2525

## INCOMPLETE

### Ministry Experience

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- Pastoral Intern | Lighthouse Community Church (Southbay)** **2019 – Present**
- Oversee the junior high segment of the Youth Group, particularly the teaching ministry and small groups, as well as administration and future planning.
  - Responsible to train and shepherd lay-teachers and 18+ volunteers.
- Church Member | Lighthouse Community Church (Southbay)** **2019 – Present**
- Leadership: Adult small group leader, Children's ministry teacher
- Church Member | Evangel Bible Church of Berkeley** **2011 – 2019**
- Leadership: College ministry small group leader, Children's ministry teacher, Missions committee member
  - Participation: Taiwan missions trips (2011, 2013), Awana volunteer, facilities & maintenance

### Workplace Experience

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- OSIsoft, LLC** **2013 – 2019**
- Team Lead, Technical Support Escalation** **12/2017 – 06/2019**  
Led a team of 12+ specialists in North America to support the OSIsoft PI Asset Framework (PI AF) & PI Analytics software.
- Technical Escalation Engineer | OSIsoft, LLC** **04/2016 – 12/2017**  
Provide specialized technical support for OSIsoft PI Asset Framework & PI Analytics software; assist development teams by creating work items and giving pre-release feedback; create documentation and knowledge base articles; train tier 1 engineers by creating and teaching technical courses. Highlights:
- Technical Support Engineer | OSIsoft, LLC** **10/2013 – 04/2016**  
Provided tier 1 technical support to customers for OSIsoft PI software, the industry leading time-series data historian and data infrastructure software platform. Highlights:
- Math & Physics Tutor | Study Pro Tutoring, LLC** **10/2013 – 06/2014**
- Guided high-school and college students to academic success in all levels of physics and mathematics
  - Implemented a consistent tutoring method to encourage independent learning and critical thinking
- Inside Sales/Customer Service | New Source Technology, LLC** **03/2013 – 06/2013**
- Provided technical assistance and initiated new business in the United States and Asia
  - Assisted laser engineer in assembly of laser systems and characterization of laser output

### Education

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- The Master's Seminary**  
M. Div., intended May 2024
- University of California of Berkeley**  
B.S. in Engineering Physics, 2013  
GPA 3.69, Dean's Honors List 7 Semesters

### Extracurricular

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- Blogger | theArtofGodliness.com** **Nov 2009 – Present**
- 3D Printer Hobbyist** **2016 – Present**

### Personal References

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- Gavin Kajikawa** | Lighthouse Community Church (Southbay) | Executive Pastor-Elder  
gkajikawa@lighthousesouthbay.org, 310.212.0320
- Eric Cai** | Lighthouse Community Church (Southbay) (former) | Associate Pastor, Youth Ministry  
caimeric@gmail.com, 415.602.3816
- Daniel Shin** | Evangel Bible Church of Berkeley (former) | Small Group Leader 2013-2019  
shin.daniel@gmail.com, 510.717.4141

### Workplace References

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- Kimtu Doan** | OSIsoft, LLC | Customer Success Director **kdoan@osisoft.com**
- Brandon Munroe** | OSIsoft, LLC | Escalation Team Lead **bmunroe@osisoft.com**
- Matt Mueller** | OSIsoft, LLC | Support Team Lead **matthew.daniel.mueller@gmail.com**