

Carol A. Harstad, MSIS

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SUMMARY

Current licensed and bonded Notary Public for the State of Florida who completed my Masters of Science degree in Information Systems with a concentration on Software Engineering Management and a GPA of 3.917. I have nineteen years of programming experience, and ten years of web design and development. My skills include supervisory, application design, programming, quality control, testing, technical writing, web design and development, training, instructional design, accounting, and more.

SKILLS

Masters Degree: Software Engineering Management, research project completed on Project Management: Avoiding Failure and Achieving Success

General Skills: Working independently as well as on a team; safeguarding confidential information; generating reports; writing and maintaining technical publications and other documentation; written and oral communication; problem solving; establishing priorities; meeting deadlines; and process improvement.

Programming: Java, FoxPro, VBScript, JavaScript, Clipper, C, C++, SQL, MS Access, Flash, Visual Basic

Web Design: XHTML, HTML, DHTML, CSS, PHP, MySQL, Photoshop, and some XML

Information Systems: SDLC, System Analysis & Design, UML & Data Modeling, Quality Assurance, Quality Control, Testing, Object Oriented Programming, Project Management, Report Design & Generation

Accounting: GL Coding, Accounts Payable, Accounts Receivable, Purchase Requests, Credit & Collections, Payroll, Petty Cash, and Deposits

Miscellaneous: Instructional Design, Training, Technical Writing, Data Entry & Retrieval

EDUCATIONAL BACKGROUND

Woodbridge Senior High School	Woodbridge, Virginia
H.S. Diploma - Vocational (Mechanical Drafting, Architectural Drafting, and CAD)	Completion: 06/1986

Strayer University	Washington, DC
Diploma - Information Systems, Programming	Completion: 06/1994 GPA: 4.0
Bachelors of Science - Information Systems, Programming	Completion: 09/2005 GPA: 3.675
Master of Science in Information Systems (Software Engineering Management)	Completion: 09/2009 GPA: 3.917

EMPLOYMENT HISTORY

Osceola County Association of REALTORS®	1105 Shady Lane, Kissimmee, Florida 34744
Telephone: (407) 846-0117	01/2010 – 05/2010

Communications Coordinator for Realtor® Association

- Managed all aspects of the web, including creative design, writing, and content
- Served as production editor of the association magazine; Oversaw all aspects of editorial and photographic content, design, printing, and mailing
- Developed interactive electronic communications from the association to its members, including the publication of a weekly newsletter
- Built and executed a social media plan
- Disseminated information to association members and staff
- Developed and placed advertisements throughout the Central Florida Community
- Issued Press Releases and information that impacted the Real Estate community

Channel Intelligence, Inc.

1180 Celebration Boulevard, Suite 101, Celebration, Florida 34747

Telephone: (321) 559-2300

March 2007 – November 2008

Operations Specialist for Internet Data Company. (Temporary for one month, then permanent)

- Updated and maintained manufacturer/retailer web pages with links and tracking codes in HTML and JavaScript
- Created web pages by piecing together several key elements while keeping the clients original retail web layout
- Set up dealer lists and SKU groups
- Onboard new retailer data feeds
- Built incoming and outgoing data feeds based on the clients requirements and the publishers specifications using VBScript
- Troubleshot errors in data feeds and made corrections
- Responded to client support requests by addressing and troubleshooting issues, testing them, and implementing a solution
- Used VBScript to develop custom functions to manipulate data
- Participated in a multi-team environment
- Analyzed and reviewed incoming data feeds to ensure they contained key elements needed for outgoing data feeds to be built
- Performed quality control and testing to ensure outgoing feeds met specifications set forth by the publishers

Webinique Design

1240 Apopka Lane, Kissimmee, Florida 34759

Telephone: (407) 572-3684

October 1999 – March 2007

Self-employed web designer/computer consultant.

- Designed, created, and published websites using XHTML, DHTML, CSS, PHP, and JavaScript.
- PC maintenance
- Monthly billing for a salvage company
- Computer and Internet training
- Created resumes, newsletters, graphic art, letterhead design, business card design, personal data cards, invitations, advertisement mailings and more

GCR Tire Centers (Bridgestone Americas Corp)

3400 S. Pine Avenue, Ocala, Florida 34471

Telephone: (352) 732-5200

January 14, 2005 – August 15, 2005

Office & Credit Manager for national tire company.

- Coded for General Ledger
- Accounts Payable
- Accounts Receivable
- Submitted payroll to corporate
- Credit and Collections
- Cashed out each day and prepared deposits
- Audited invoices on a daily basis to ensure accuracy
- Entered inventory receipts into the computer
- Added new, and modified existing, inventory items
- Researched inaccuracies in the count of on-hand inventory

Ocean Systems Engineering Corp. (OSEC)

24 Onville Road, Suite 101, Stafford, Virginia 22556

Telephone: (540) 657-4466

May 19, 2003 – September 15, 2004

Instructional Designer/Technical Writer/Training Specialist.

- Developed and produced instructional material for use in the development of interactive courseware (CBT and WBT) on technical based subject matter relating to computer hardware/software, communications, local and wide area networking and other assorted topics
- Wrote the scripts/storyboards for courseware
- Coordinated with graphics designers and programmers on the layout of the courseware
- Coordinated with SME's to obtain required information for courseware
- Created unique interactive training presentations in MS PowerPoint and videos for CD-ROM delivery
- Gathered and manipulated photo, video, and audio files.

NOS Communications

4380 Boulder Highway, Las Vegas, Nevada 89121-3002

Telephone: (702) 547-8000

August 1998 – August 1999

Programmer/Analyst.

- Analyzed, planned, developed, modified, tested, and maintained software applications (in FoxPro and Clipper) that were used to track sales for, and generate commission's reports for the sales employees, sales managers and branch managers
- Worked directly with the Director of IS and the Operations Supervisor to perform other programming tasks as requested

Nomadic Display

7400 Fullerton Road, Suite 134, Springfield, Virginia 22153-2830

Telephone: (703) 866-9200

July 1997 – August 1998

Programmer/Analyst – Certified SBT/FoxPro Programmer for pop-up display manufacturing company

- Modified the SBT Accounting Program to fit the needs of the company
- Analyzed, planned, developed, tested, modified, and maintained applications in FoxPro to be used for marketing and accounting purposes

User Technology Associates

950 North Glebe Road, Arlington, Virginia 22203-1824

Telephone: (703) 522-1711

January 1996 – May 1996

Programmer/Analyst for technology consulting company

- Completed a contract with the Naval Sea Systems Command in Crystal City, Virginia.
- Analyzed, planned, developed, tested, maintained, and modified various applications and programs for NAVSEA in FoxPro

Morant Data Company

N. Royal Street, Alexandria, Virginia 22314

(Company no longer exists)

November 1991 – January 1996

Supervisor – Programmer/Analyst.

- Met with clients to determine their data needs
- Maintained, updated and tested the basic reusable software package and made client specific modifications as necessary
- Supervised four other programmers, the documentation specialist and support specialist
- Maintained the software library, keeping all reusable programs up-to-date, documented, and converted when necessary
- Trained new programmers
- Participated in the reorganization and development of a new line of software applications
- Tested all programs and compared them to the functionality requirements set forth by the clients
- Created/maintained all internal programming documentation and all client-specific end-user manuals and installation instructions for the company's software package
- Used FoxPro to update, maintain and provide reports from various databases