

SUMMARY

Current Notary Public for the State of Florida. I recently completed my Masters of Science degree in Information Systems with a concentration on Software Engineering Management. I have experience in a variety of working environments, a majority of which were in information technology. I am capable of overseeing and taking charge of situations that arise on a day-to-day basis. My skills include supervisory, programming, full system life cycle, technical writing, web design, accounting, secretarial, administrative, writing technical and end-user documentation, word processing, data entry, bookkeeping, billing, publishing and typing 85 wpm.

SKILLS

Masters Degree: Information Systems-Software Engineering Management; Research completed on Software Development Projects: Avoiding Failure and Achieving Success, which focused on all management points of the development process.

General Skills:

- Exceptional listener and communicator who effectively conveys information verbally and in writing.
- Highly analytical thinker with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
- Computer-literate performer with extensive software proficiency covering wide variety of applications.
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
- Exceptional interpersonal skills.
- Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
- Innovative problem-solver who can generate workable solutions and resolve complaints.
- Resourceful team player who excels at building trusting relationships with customers and colleagues.
- Highly adaptable, mobile, positive, resilient, patient employee who is open to new ideas.
- Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.
- Dependable, responsible contributor with committed to excellence and success.
- Conscientious enterprising person who is highly organized, dedicated, and committed to professionalism.
- Confident, hard-working employee who is committed to achieving excellence.
- Highly motivated self-starter who takes initiative with minimal supervision.
- Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.
- Handle confidential information in the same manner that I would expect others to do.

Additional Skills:

- Data entry
- Word processing
- Customer service
- Prepare letters & correspondence
- Design & Generate Reports
- Technical publications
- Writing manuscripts
- Accounting
- Meeting deadlines
- Making appointments
- Answering telephones
- Planning

Programming languages:

- FoxPro – 10 years
- SQL – 15 years
- VBScript – 2 years
- JavaScript – 2 years
- Clipper – 2 years
- C – 2 years
- Some Flash
- VB.NET – College Course
- Some C++
- Java – College Course
- Updating Wiki pages
- Updating Salesforce.com pages
- Motivated to learn more programming languages

Web Design:

- HTML
- XHTML
- DHTML
- CSS
- Some XML
- PHP – Currently Learning
- MySQL
- Photoshop

Information Systems: SDLC (System Development Life Cycle, System Analysis & Design, UML & Data Modeling, Quality Assurance Testing, Object Oriented Programming, Report Design & Generation

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

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

EMPLOYMENT HISTORY

Channel Intelligence, Inc.

1180 Celebration Boulevard, Suite 101, Celebration, Florida 34747

Telephone: (321) 559-2300

03/2007 – 11/2008

Implementations/Operations Specialist

- 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 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 make corrections
- Responded to client support requests by addressing and troubleshooting the issue, testing it, and implementing a solution
- Used VBScript to develop custom functions to manipulate the 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 checking and testing to ensure outgoing feeds met specifications set forth by the publishers.

Superior Technical Resources

8810 Commodity Circle, #5, Orlando, Florida 32819

Telephone: (407) 370-9093

09/2006 – 03/2007

Secretary/Technical Publications

Temporary Assignment, Walt Disney Imagineering (WDI), Lake Buena Vista, Florida.

- Assembled technical publications
- Created, maintained, and troubleshot excel spreadsheets
- Performed various other secretarial duties under the direct supervision of Bob Tracht - Director.

Webinique Design

1240 Apopka Lane, Kissimmee, Florida 34759

Telephone: (407) 572-3684

10/1999 – Present

Self-Employed Web Designer

- Designed, created, and published websites using HTML, DHTML, CSS, and JavaScript
- Instructional Design
- Technical writing
- Created user manuals
- Programmed relational database applications
- PC maintenance and cleanup
- Research
- Monthly billing for automobile salvage company
- Computer and Internet training
- Created resumes, newsletters, graphic artistry, letterhead design, business card design, personal data cards, invitations, advertisement mailings, etc.

GCR Tire Centers (Bridgestone Americas Corp)

3400 S. Pine Avenue, Ocala, Florida 34471

Telephone: (352) 732-5200

01/14/ 2005 – 08/15/2005

Office & Credit Manager

- Coded for General Ledger
- Accounts Payable
- Accounts Receivable
- Submitted payroll to corporate
- Checked new and existing customers credit
- Collections
- Cashing out the day and preparing deposits
- Auditing invoices on a daily basis to ensure accuracy
- Entering inventory receipts into the computer
- Adding new and modifying existing inventory items
- Researching inaccurate on-hand inventory items, etc.
- Accuracy and attention to detail were required for this position.

Instructional Designer/Technical Writer

- Developed and produced instructional material for use in the development of interactive courseware (ICW) and web-based training (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 and coordinated with graphics designers and programmers on the layout of the course-ware.
- Coordinated with SME's (Subject Matter Experts) to obtain required information.

Training Specialist.

- Used Microsoft PowerPoint to create unique interactive training presentations and videos for CD-ROM delivery.
- This position required a strong knowledge of animation techniques and visual sensibility, linear and non-linear navigational schemes, and the ability to visually interpret storyboards and scripts.
- Gathered and manipulated photo, video, and audio files.

Stat Employment Services

506 Westwood Office Park, Fredericksburg, Virginia 22401

Telephone: (540) 373-2200

March 2002 – January 2003

11/2002 – 01/2003: **Data Entry Clerk** for Fredericksburg Police Department.

- Temporary Assignment.
- Entered parking tickets, warning tickets, traffic summons, and accident reports into a software called PISTOL.

04/2002 – 10/2002: **Cost Engineering Technician** for Therma-Tru, door-manufacturing company.

- Temporary Assignment.
- Set up products in the computer system
- Setting up special feature combinations for products
- Assigned costs and prices to products
- Cross checked computer system with price book and corrected prices when necessary
- Assisted Process Engineering Manager where needed.

03/2002 – 04/2002: **Receptionist** for Therma-Tru, door-manufacturing company.

- Temporary Assignment.
- Screened and directed calls
- Distributed mail
- Greeted customers and clients
- Word processing and proofreading
- Other various duties as assigned.

Various Companies

Alexandria, Crystal City, & Springfield Virginia and Las Vegas Nevada

Companies included:

- **District of Columbia, Office of Tax & Revenue** - Government
- **NOS Communications – Las Vegas, Nevada** - Telecommunications
- **Nomadic Display, Springfield, Virginia** - Manufacturing
- **Naval Sea Systems Command, Crystal City, Virginia** - Government
- **Morant Data Company, Alexandria, Virginia** - Software development

Programmer/Analyst

- Expert level Foxpro Programmer for several companies (all versions of Foxpro)
- Analyzed, planned, developed, tested, modified, and maintained relational database applications
- Designed and generated reports
- Certified SBT Programmer
- Software Librarian, keeping programs up-to-date, documented and converted when necessary
- Helped reorganize and develop a new line of software for Morant Data Company
- Created technical documentation
- Created and maintained end-user documentation

EDUCATIONAL BACKGROUND

STRAYER UNIVERSITY, *Washington, DC*

Master of Science: *Information Systems - Software Engineering Management*, 2009, **Summa Cum Laude**, **Alpha Chi Honor Society**
54 Additional Quarter Hours, **GPA: 3.917**

Bachelor of Science: *Information Systems*, 2005, **Cum Laude**, **Alpha Sigma Lambda**, **Alpha Chi Honor Society**
180 Quarter Hours, **GPA: 3.675**

Associate in Arts: *Information Systems*, **Magna Cum Laude**
90 Quarter Hours, **GPA: 3.80**

Diploma: *Information Systems – Programming*, **Summa Cum Laude**
45 Quarter Hours, **GPA: 4.00**

WOODBIDGE SENIOR HIGH SCHOOL, *Woodbridge, Virginia*

Diploma: *Academic and Vocational*

Vocational subjects: 3 years of Architectural and Machine Drafting, 1 year of Automotive Technology

SBT Accounting Programmer Certification, Atlanta, Georgia, October 1997

Priorities & Time Management, Crystal City, Virginia

Project Management, Crystal City, Virginia

PROFESSIONAL MEMBERSHIPS

Notary Public, *State of Florida*, 2009-2013

IEEE, *Member* – Current

Notary Public, *Commonwealth of Virginia*, 1990-1998 & 2003-2007

Girl Scouts of America - Heart of Florida Council, *Previous Leader of Troop #388, Junior Girl Scouts*, 2006-2007

Non-Traditional Student Role Model, *Previous, Woodbridge Senior High School*

- Spoke to and recruited students in middle schools for enrollment in programs non-traditional to their gender.
- Mentored students who enrolled in programs non-traditional to their gender.

VICA, *Previous President, Woodbridge Senior High School*

- Presided at all meetings of VICA local chapter in accordance with accepted parliamentary procedure.
- Was chairman of the Executive Council.
- Carried out such other duties vested in the presidency by the organization.
- Appointed committees and served as ex-officio member of them.
- Coordinated chapter activities and maintained contact with district officers.
- Represented the VICA local chapter officially in school-community relations.

VICA, *Previous Treasurer, Virginia District V*

- Cooperate with the State VICA Director in the collection of all State dues and assessment and keep accurate records thereof.
- Was a member of the budget committee.
- Counter-signed with the State VICA Director all checks disbursed in the name of the Virginia VICA Association.
- Cooperated with the secretary by keeping an accurate membership roll.
- Prepared adequate financial statements and reports.

VICA, *Previous Secretary, Woodbridge Senior High School, Automotive Section*

- Kept records of all regular meetings.
- Had available for the president the agenda for all meetings.
- Wrote the communications authorized by the president.
- Counted and recorded the rising votes of the delegates or committee members.
- Cooperated with the treasurer by keeping an accurate membership roll.
- Read communications at meetings.
- Had available for each meeting the following: Record and minutes of previous meetings; List of all committees; A copy of the Virginia VICA, Inc. Constitution and By-Laws; A copy of the Official Guide for VICA.

VICA, *1st Place, Opening and Closing Ceremonies, District V Chapter*

VICA, *1st Place, Mechanical Drafting, District V Chapter*

Prince William County, Virginia, *All County Band*

Prince William County, Virginia, *1st Place, Flute Solo*