

Carol A. Harstad

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(03/19/1997 – 12/31/2002 AKA Carol A. Cottingham)

SUMMARY

Current Notary Public for the State of Florida. I completed my Masters of Science degree in Information Systems with a concentration on Software Engineering Management and a GPA of 3.917. 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, training (including the creation of computer/web based training programs), programming, full system life cycle, technical writing, web design, accounting, secretarial/administrative, data entry, typing 85 wpm, and much more. Additionally, I received 1 year training in automotive technology and three years training in mechanical and architectural drafting.

SKILLS

Masters Degree Focus: Software Engineering Management; Thesis completed on Managing Software Development Projects: Avoiding Failure and Achieving Success.

General Skills: Working independently as well as on a team; handling confidential information, data entry; word processing; filing; customer service; prepare letters, reports, technical publications, manuscripts and other documentation; written and oral communication; accounting; problem solving; establishing priorities; meeting deadlines; process improvement, making appointments, answering telephones.

Programming: FoxPro, VBScript, JavaScript, Clipper, C, SQL, Microsoft Access, Some Flash, Some Visual Basic, Some C++, Some Java, Updating Wiki pages and salesforce.com pages. Willing to learn up-to-date languages.

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

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

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

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

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 managing 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; Briefly developed and placed advertisements throughout the Central Florida Community; and Issued Press Releases and information that impacts the Real Estate community.

Channel Intelligence, Inc.

1180 Celebration Boulevard, Suite 101, Celebration, Florida 34747

Telephone: (321) 559-2300

March 2007 – November 2008

Implementation/Operations Specialist for Internet data company. Temporary for one month, then permanent. Position included updating and maintaining 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; set up SKU groups; onboard new retailer data feeds; built incoming and outgoing data feeds based on the clients requirements and the publishers specifications using VBScript; troubleshoot errors in data feeds and make corrections; and respond 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; and 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

September 2006 – March 2007

Temporary Assignment, Secretary/Technical Publications, Walt Disney Imagineering (WDI), Lake Buena Vista, Florida. Assembled technical publications; created, maintained, and troubleshoot excel spreadsheets; and performed various secretarial duties under the direct supervision of Bob Tracht - Director.

Webinque Design

1240 Apopka Lane, Kissimmee, Florida 34759

Telephone: (407) 572-3684

October 1999 – March 2007

Self-employed web design. I design, create, and publish websites using HTML, DHTML, CSS, and JavaScript. I also perform various services such as Instructional Design, technical writing, creating user manuals, programming relational database applications, PC maintenance, Internet research, monthly billing, computer and Internet training, and creating 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

January 14, 2005 – August 15, 2005

Office & Credit Manager for national tire company. Responsibilities include Coding for General Ledger, Accounts Payable, Accounts Receivable, submitting payroll to corporate, checking 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.

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. Developed and produced instructional material for use in the development of interactive courseware (ICW) on technical based subject matter relating to computer hardware/software, communications, local and wide area networking and other assorted topics. I also wrote the scripts/storyboards and coordinated with graphics designers and programmers on the layout of the courseware. Additionally, I coordinated with SME's to obtain required information.

Training Specialist. In this position, I 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. I also 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. Responsibilities included entering 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. Responsibilities included setting up products on the computer system, setting up special feature combinations for our products, assigning costs and prices to products, cross checking computer system with price book, correcting prices, and assisting Process Engineering Manager where needed.

03/2002 – 04/2002: **Receptionist** for Therma-Tru, door-manufacturing company. Temporary Assignment. In addition to screening and directing calls, I distributed mail, greeted customers and clients, provided word processing and proofreading and did other various duties as assigned.

NOS Communications

4380 Boulder Highway, Las Vegas, Nevada 89121-3002

Telephone: (702) 547-8000

August 1998 – August 1999

Programmer/Analyst. My responsibilities included analyzing, planning, developing, modifying and maintaining the Sales Commissions Application (in FoxPro and Clipper) that was used to track sales for and generate commissions reports for the sales employees, sales managers and branch managers. I also worked directly with the Director of IS and the Operations Programming 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. I modified the SBT Accounting Program to fit the needs of the company and analyzed, planned, developed, modified, and maintained applications to be used for marketing and accounting purposes. Additionally, I developed, modified and maintained programs/applications in Foxpro to use within Windows 95/98, Windows NT, and DOS environments.

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. I completed a contract with the Naval Sea Systems Command in Crystal City, Virginia. My main responsibility was to develop applications and programs for NAVSEA in Foxpro that allowed for the scanning, tracking, and viewing of documents, plans, and timelines. I also developed other smaller applications as requested.

Morant Data Company

N. Royal Street, Alexandria, Virginia 22314

November 1991 – January 1996

Production Supervisor – Programmer/Analyst. In addition to meeting with clients to determine their data needs, my responsibilities included maintaining, updating and testing the basic software package and making client specific modifications as necessary. I also overlooked the progress of four other programmers, the documentation specialist and support specialist, and provided help where needed. I was the software librarian, keeping all programs up-to-date, documented, and converted when necessary and trained new programmers as required.

Technical Administrator/Coordinator. In addition to my responsibilities as indicated under Documentation Specialist, I participated in the reorganization and development of a new line of software applications for the company and trained new employees as needed. Additionally, I tested all programs and compared them to the functionality requirements set forth by the clients.

Technical Writer/Documentation Specialist. My responsibility included creating and maintaining all internal programming documentation and creating and maintaining all client-specific end-user manuals and installation instructions for the company's software package which included membership, convention, training, billing, education, as well as many other modules. I also used Foxpro to update, maintain and provide reports from databases as well as software testing.

Executive Secretary. Provided all secretarial needs to the CEO of the company, such as screening telephone calls, typing, filing, scheduling, etc. and drafted and maintained all software bids and proposals.

EDUCATIONAL BACKGROUND**Woodbridge Senior High School**

3001 Old Bridge Road, Woodbridge, Virginia 22192

H.S. Diploma - Vocational (Mechanical & Architectural Drafting/Automotive Technology)

Completion: 06/1986

Strayer University Fredericksburg Campus, 4500 Plank Road, Suite 220, Fredericksburg, Virginia 22407 (540) 785-8800

Diploma - Information Systems, Programming

Completion: 06/1994 GPA: 4.0

Associates in Arts - Information Systems

Completion: 06/1995 GPA: 3.85

Bachelors of Science - Information Systems, Programming

Completion: 09/2005 GPA: 3.675

Master of Science (Information Systems, Software Engineering Management)

Completion: 09/2009 GPA: 3.917

SBT Accounting Programmer Certification, Georgia, October 1997**Priorities & Time Management**, Crystal City, Virginia**Project Management**, Crystal City, Virginia

ACTIVITIES & PROFESSIONAL MEMBERSHIPS

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

Florida Notary Association, *Member*, Current

IEEE, *Member*, 2009-Present

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

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

Non-Traditional Student Role Model, *Woodbridge Senior High School*, 1985-1986

- 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, *Past President, Woodbridge Senior High School*, 1984-1985

- 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, *Past Treasurer, Virginia District V*, 1984-1985

- Cooperate with the State VICA Director in the collection of all State dues and assessment and will 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, *Past Secretary, Woodbridge Senior High School, Automotive Section*, 1985-86

- Kept records of all regular meetings and Executive Council meetings of VICA.
- 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*, 1985

VICA, *2nd Place, Mechanical Drafting, District V Chapter*, 1985

* - VICA (Vocational Clubs of America) is now known as SkillsUSA