

RESUME FOR:

COMPUTER SKILLS

Windows/DOS based computer systems including Windows 95-XP, NT, 2000

MS Office 97, 2000, XP
MS Word 97, 2000, XP
MS Excel 97, 2000, XP
MS Access 2000, XP
Power Point 2000, XP
Word Perfect

Adobe Photoshop 5.0 - CS
Adobe Illustrator 9.0 - CS
Adobe Acrobat 5 - 6
Quark Express 4 - 5 (PC)

Various internet browsers
Creating web pages in HTML

(portfolio available upon request)

Various FTP programs
Various E-mail programs
Various HTML editors
Java script coding (beginner level)
Programming in Visual Basic (beginner level)

RECENT EMPLOYMENT

Asentus Consulting Group: Logistics Company
Position held: Logistics Coordinator
Employed: 2/2004 - 11/2004

Responsibilities: Coordinating training at different facilities on a world wide scale. Worked with an international team for 24/7 support. Responsible for keeping members of the team up to date. Maintaining multiple E-mail accounts and responding to information requests. Ordering, shipping and tracking post training material and gratuities for the participants. Creating and maintaining spreadsheets for reporting and tracking. Responsible for reporting results to the client.

Implemented a directing mailing initiative for the customers of the trainings. Prepared computer and non computer items to be shipping out on a regular basis, maintaining a detailed log of the shipments. Communicated with customers all over the world and learned multiple different ethnic customs. Interacted with customers from different countries on the phone and answered questions.

EMPLOYMENT OBJECTIVE

Looking for full time work that is challenging and will utilize all of my skills.

SUMMATION OF WORK EXPERIENCE

10 years private and professional computer consulting, 10 years of web page design, 9 years of web page graphic design, 18 years of customer service, 3 years of phone services.

ADDITIONAL SKILLS

Problem Solving
Multi-Tasking
Customer Relations
Self Motivated
Self Started
Organizational Skills
Extensive Knowledge of the Puget Sound Area
Pleasant Phone Skills

References Available on request

EMPLOYMENT HISTORY

T-Mobile (through K-Force Professional Staffing):
Mobile Telecommunications Provider
Position: Asset Protection/Loss Prevention Investigator

Employed: January 2003 - December 2003
Responsibilities: Maintaining a database of over 8 thousand incidents, Working with the security systems (assisting with installation and operation. Contacting and following up with law enforcement. Documenting a variety of incidents through out the company (over 800 retail locations and over a dozen administrative offices). Working with freight carries to file claims with and investigations. Responsible for training interns and other temporary staff. Handling multiple phone lines and coordinating a weekly conference call. Responsible for distributing raw data for quarterly reporting.

Microsoft (through Kelly Services)
Worldwide Software Leader
Position: Usability Coordinator
Employed: November 2001 - October 2002
Responsibilities: Maintaining a database of over 10 thousand names, contacting participants to attend Microsoft Usability Studies via phone and email. Coordinating 5-7 different usability studies per week, with an average of 8-12 people per study. Setting up spreadsheets to record participant's answers and to distribute throughout the department. Responsible for training coordinators in the use of the database and on company procedures. Maintained various documents, databases and reports for use through out the department. Handling multiple phone lines and coordinating responsibilities in the Washington area and San Francisco area.

Microsoft (through Kelly Services)
Worldwide Software Leader
Position: Training Assistant/Operations Manager
Employed: May 2000 - June 2001
Responsibilities: Booking conference rooms for trainings (roughly 8-12 sessions a month), coordinating schedules for recruiters and trainers, making sure the conference rooms were ready prior to training sessions. Maintaining internal web pages: hrconf/staffing, hrweb/csg, hrweb/recruiting, hrweb/staffing, hrweb/intern, hrweb/mba. Worked on external web page: http://www.microsoft.com/jobs. Ordering training materials, shipping materials, catering services. Also maintained various documents, databases and an internal scheduling tool (TMS) to track attendance for training sessions. Created graphics for promotional use.

Allen's Furniture
Furniture Retailer
Position: Deliverer, Warehouse Manager
Employed: June 1999 - April 2000
Responsibilities: Delivery of furniture, minor assembly of furniture, customer service, receipt of payment, navigation for delivery driver. After 9 months I was promoted to Warehouse Manager with responsibilities of reordering stock, scheduling delivery appointments and finally liquidating the warehouse for plant consolidation.

Alternate Realities
Comic Book/Collectibles Retailer
Position: Manager
Employed: May 1995 - December 1999
Responsibilities: Retail management. Customer service, stock organization, bulk filing, cashier, money handling, designing store/window displays. Selling stock and special items through the Internet. HTML design, word processing and database management. Responsible for incoming merchandise on a weekly basis.