

1521 E. Franklin St. #C106
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CHRISTINA HEADLEY

SKILLS

Technical writing • Problem solving • Data visualization • Project management • Software

OVERVIEW

My **strong communication**, administrative, and project management skills, along with my **creativity, efficiency, and decisiveness** make me an ideal candidate. I have a passion for **problem solving**, an eye for **design and detail**, and a generous attitude. I'm **skilled in dozens of software programs** and **constantly learning** more. I'm often promoted internally and praised by my supervisors.

EXPERIENCE

East Bay Municipal Utility District, Oakland, CA — *Senior Administrative Clerk,*
— *Administrative Clerk*

May 2015 – October 2019

- Create Department website using Concrete3 software. Coordinate with IT team and external vendor regarding framework. Inventory existing content. Coordinate work of dozens of representatives and educate them on process, content, and timeline. Edit organization, design, and writing of dozens of sections. Organize, write, and design three website sections.
- Write and edit documents, including memos, proposals, instructions, emails, plans, procedures, and guides, according to Department standards.
- Act as Engineering and Construction Business Continuity Plan Coordinator. Update Engineering Business Continuity Plan with input from SMEs. Create training material and assignments, and conduct training classes for the emergency response program and software. Create and present PowerPoint presentations to senior management. Participate in Emergency Operations Team.
- Create software SOPs and training documents, manage database, and act as administrator for Emergency Response and Recovery program.
- Act as Project Manager for office furniture installations, furniture warehouse redesign, and routine office moves and modifications. Coordinate with multiple internal work groups and outside vendors while adhering to union and government procedures. Create project-related documents and work schedules.
- Research and select products and vendors using government guidelines, software, and client interviews. Contact vendors regarding services, quotes, invoices, deliveries and warranty issues.
- Supervise and train clerks and interns. Create and update training material. Track employee performance.
- Use Microsoft Suite to create or update documents such as furniture layouts and flowcharts in Visio, graphs and workload projection spreadsheets in Excel, and Gantt charts in MS Project.
- Create or proofread personnel forms and office correspondence, including District Procedures.
- Work independently to track Department records using MS Access, Outlook, and Excel. Coordinate with colleagues to schedule meetings and plan travel for Department executives.
- Build teamwork and maintain positive relationships with contacts throughout the District.
- Create complex spreadsheets for budget planning, tracking and projecting expenses. Monitor and transfer funds as needed.

- Co-create section website, including descriptions, images, layout, and programming via HTML and Web Expression. Update Wiki page.
- Schedule meetings via Outlook, prepare agendas, request room set up, navigate AV equipment, and assist in presentations.
- Classify, index, file, log, and locate a variety of documents. Establish online filing categories for multiple Divisions.
- Organize own work, set priorities and assure necessary deadlines are met or communicate with supervisor if they may not be met. Determine tasks that need to be added to work schedule.
- Update and format Specifications to be printed and distributed to contractors while following specific formatting and guidelines.

Friant & Associates — *Customer Service Representative/ Project Manager*

March 2011 - April 2015

- Manage all service-related issues for sales of \$4 million annually to dealer partners.
- Project manage orders from start to finish: educate vendors on multiple product lines and finishes, generate lead times, review project for potential errors, track and expedite orders in production and shipping, and follow-through on installation and replacement issues.
- Provide solutions that foster the manufacturer-dealer relationship.
- Created internal Wiki for company products.
- Won project manager “kudos” contest.

Bureau of the Census, U.S. Dept. of Commerce — *Administration Office Operations Supervisor, — Administration Clerk*

January 2010 - October 2010

- Supervise and train up to 40 clerks on the routine tasks required in the collection, control, review, and reporting of personnel and payroll data. Prepare for a successful audit by supervising employee performance and workload.
- Oversee the selection and hiring process for the Local Census Office. Apply Equal Employment Opportunity principles in hiring practices, training, and employee development.
- Perform and supervise routine clerical tasks required in the collection, control, review, processing, and reporting of personnel and payroll data for 1500 employees.

MCI WorldCom — *Technical Repair Supervisor*

1998 – 2004

- Take Supervisor-level customer calls about home phone service problems. Troubleshoot service problems, schedule repairs, consult with experts at regional Bell companies, and explain technical information to customers.

EDUCATION

University of Iowa, Iowa City, IA — *B.A. in English and Spanish*

University of California-Berkeley Extension — *Certificate in Technical Communication (final class to be completed in Spring 2020)*

REFERENCES and WRITING SAMPLES

Available upon request.