Colin Gillies

CAREER SUMMARY

Service oriented information navigator and manager who works for the advancement of knowledge. Works to keep learning, growing and sharing knowledge for the benefits of all parties.

CONTACT

(541) 228-4933

[colingillies@gmail.com](mailto:colingillies@gmail.com)

<http://www.linkedin.com/in/colin-gillies>

Portland Oregon Area

QUALIFICATIONS

A+ Certification

Mac software diagnostics

Windows software diagnostics

Word, Excel PowerPoint proficient.

HTML web design

Drupal

WordPress

CMS programs

Salesforce

EndNote

EDUCATION

**Master of Library and Information Science**

University of Washington,

Seattle, WA

**Bachelor of Arts**

**Major in History**

UC Berkeley

Berkeley, CA

INTERESTS

Karaoke

Star Trek

Fluevogs

EXPERIENCE

**Reimbursement Specialist| Genentech Access Solutions | 2019-2020**

* Called thousands of insurance companies and obtained information for patients for specific drug therapies, worked on creating and editing internal insurance profile database of knowledge.
* Used Salesforce CRM tools.
* Worked with our case managers to the provide correct and continual improvements to the process for obtaining benefits for our patients.

**Customer Technical Support Specialist | Clarivate Analytics | 2001 - 2018**

* Managed daily technical support for *EndNote, EndNote Web, Reference Manager*, and *ProCite* bibliographic software packages.
* Worked remotely from 2005 to 2018.
* Implemented and managed creation of online article database both external and internal. Migrated article database to new platforms.
* Provided direct telephone and e-mail support to users of bibliographic database products. Maintained outstanding customer service levels. Assisted over 200 customers individually each week with unique problems.
* Updated and maintained website across several CMS platforms, including White PJ and Salesforce.
* Tested products and assisted in documenting issues, point of contact for technical support during beta cycles.
* Beta-tested new software releases and assisted preparation of new technical documentation.

**Account Manager | Zengine Inc | 1999 - 2000**

* Coordinated design and implementation of online retailing for Zengine, Inc., a publicly-traded company which provided an e-commerce outsourcing solution.
* Organized engineering, design, and business development teams to achieve clients’ merchandising goals.

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**Computer Sales Manager | 1998-1999 | Wallace’s Bookstores, University of South Carolina**

* Managed computer sales department at the University of South Carolina’s campus bookstore, an authorized academic reseller for Apple, NEC, Adobe, Corel, Microsoft, and AutoDesk.
* Decided on stock, managed inventory, and dealt with computer equipment distributors including Ingram-Micro, Nacscorp, SPSS, and Apple.
* Tripled sales of Apple hardware.
* Worked with faculty, student, and staff customers.
* Trained and supervised staff.

**Technical Support Representative | 1997-1998 | Earthlink, Inc.**

* Solved individual Internet problems over the phone during the graveyard shift in a high-volume call center.
* Diagnosed issues including modems, Macintosh and Windows operating systems, and Internet applications including Netscape, Internet Explorer, Outlook Express, FTP, TCP/IP, IRC, and telnet programs.

**Student Library Assistant II/Clerk | 1996-1997 | The Library, University of California, Berkeley**

* Assisted library patrons with circulation and basic reference questions. Supervised student employees on nights and weekends.