| **Kimberly Faley** | | | 9315 NE 72nd Avenue, Vancouver, WA 98665-9308  (360)903-1819  [thatgirlnguy@comcast.net](mailto:thatgirlnguy@comcast.net) | | |
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| **Objective** | High energy with strong analytical skills. Positive and good listener. Able to get the job done efficiently. Team player who can be trusted to help motivate the team. Resourceful and able to do what it takes to resolve an issue. | | | | |
| **Skills** | * Project Management * Self-starter * Problem solver * Excellent verbal and written communication skills * Team Leader | | | * Trainer * Supervising and Interviewing * Trustworthy * Resourceful * Detail oriented | |
| **Professional Highlights** | * Associate degree in Computer Science with over 35 years of technical computer operations including advanced administrative office experience. * Earned solid reputation for resolving complex issues and providing exceptional professional customer service. * Maintenance of workstations assisted and successfully trained numerous non-technical personnel with policies and procedures, user and mail accounts, security protection, software, hardware, and peripherals, performed backup, recovery functions, and updates. * Escalated issues as needed and maintained communication to end-users * Challenged to provide timely resolution to support mission critical applications. | | | | |
| **Leadership Activity** | 2005-2014     * Gluten Intolerance Group (GIG) of SW Washington – Board Member positions held was Treasurer, Activity Coordinator and Membership Chairman (unpaid volunteer position). Our mission is to provide support, outreach and education for individuals diagnosed with celiac disease and other gluten intolerances. * Purchasing a wide range of books related to celiac disease. Developed reporting tool to track inventory. * Collecting annual dues, fundraisers and book sales proceeds. * Worked with USPS personnel and GIG National Headquarters staff to obtain nonprofit postage rates for the mailing of the newsletters saving annually hundreds of dollars. | | | | |
| **Employment History** | Computer Technician Summer position  Assist Hardware Technicians in District Classified Substitute | **Evergreen School District**  **Evergreen School District &**  **Battle Ground School District** | | | 07/2020 – 08/31/2020  11/2012-Present | |
| Assisted with the instructional program according to the directions left by the absent employee or supervisor.  Instructed students appropriately in citizenship and interpersonal relationships, and responsibilities.  Maintain high standards of professional ethics in all relationships with students, parents, teachers and other community members. Complied with all school rules, regulations, and policies. Demonstrated punctuality, good attendance, flexibility, aptitude, and interest for the work to be performed. | | | | | |
| H/R/Provider Relations Executive Assistant | **Senior Connections** | | | 10/2000-5/2008 | |
|  | Assisted, organized and instituted timeline methods of tracking weekly projects for the Executive Director. Credentialed more than 50 Psychologists with numerous health and government insurance networks. Provided troubleshooting, analyzing and installation of software drivers; maintained email accounts; established, maintained, and upgraded workstations. | | | | | |
| Computer Operations Assistant | **Finlay McMartin and Company** | | | 9/1988-6/1997 | |
| Consulted with clients to translate requests to computer programmer, providing input for final project. Scheduled and prioritized job requests. Produced final project onto magnetic, laser or ink jet tapes, labels, disks, and forms. | | | | | |
| Lead Computer Operator | **Portland Teacher Credit Union** | | | 1984-1988 | |
| Supervised posting of daily batches of financial data. Updated credit ratings and system upgrades. Often accepted calls outside normal scheduled hours. Participated in implementing the pilot program for debit cards. | | | | | |
| **Education** | Certified Tax Preparer | Liberty Tax Service | | | 11/2010 | |
| A.A.S., Computer Science | Clark College | | | 6/1983 | |
| **Training** | * Skyward Student Demographic 02/2020 * Skyward NSOE 02/2020 * Washington State Criminal Justice Training Commission – School Safety Officer - 06/2016 * IT 100 Intro to Web Student -02/2015 * IT 300 Attendance - 02/0215 * American Sign Language Community Education * Cobra Alert – 7CPE Credits | | | | | |