### Shayne Munger

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**HUMAN SERVICES**

Current Masters of Human Services student with 4.0 GPA, anticipating graduation 2016. Instrumental in streamlining processes, implementing solutions to meet organizational objectives and advanced knowledge in client-therapy theories. Consistently recognized for strong ability to foster positive relationships.

# Areas of Expertise

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| * Counseling & Conflict Resolutions * Engineering, Microsoft Windows 7 * Database programs, Social Media | * Consulting & Customer Service * Training & Facilitation * Diversity & Culture | * Excellent Communication * Microsoft Office: Word, Excel, PowerPoint |

# Professional Experience

**ORACLE SYSTEM SOFTWARE CONSULTANT**, KPMG Consulting Division, Los Angeles, CA 1994-2001

* Managed all aspects of system software installation, worked with consulting teams handling clients in US and Europe and Asia.
* Installed Oracle enterprise wide software systems, ensured reliability and troubleshoot as necessary.
* Coordinated systems which included accounting, human resource, and manufacturing software programs.

**MANUFACTURING ENGINEER/SYSTEMS ENGINEER/MARKETING REP.,** IBM Corporation , Armonk, NY 1970-1994

* Demonstrated upward mobility started as engineer, supported build of IBM computer systems, transferred as field as a systems engineer, supported computer installations at various client locations.
* As marketing representative, successfully sold IBM computer systems and support services to clients, worked closely with clients in recommending products.

**CLINICAL LAB TECHNICIAN,** Lovelace Clinic, Albuquerque, NM 1966-1970

* Emergency lab technician, performed lab tests for emergency room patients, collaborated with staff in handling difficult patients.
* Performed lab tests on patients as well as coordinated all aspects of next day surgery scheduling.
* Documented activities, consistently followed procedures and guidelines as well as developed relationships with patients.

# Education

Masters of Art, Human Services, Capella University, Minneapolis, MN Present-2016

* Academic Achievement at Capella University

**BS., Mechanical Engineering**, University of New Mexico, Albuquerque, NM

# Awards

President's List, October 2015

Dean’s List - UNM