

Technical Support Administrator Technical Support Administrator Technical Support Administrator  
Harrisburg, PA Striving for continuous growth and exciting life experience. Work Experience  
Technical Support Administrator PHEAA February 2013 to August 2014 Created monthly reporting  
for distribution of production statistics to Senior Management. Published technical procedures for  
access maintenance, daily tasks and monthly reports. Developed master access records for  
documentation purposes and future audits. Database Administrator/Sales Assistant  
INSURANCENEWSNET.COM, INC January 2010 to July 2011 Improved workflow by modifying,  
and utilizing, CRM functions to meet various needs. Provided regional sales force with formal  
proposals and producing monthly invoicing. Education BA in Project Management STRAYER  
UNIVERSITY Additional Information SKILLS & ABILITIES Data Administration and Management  
Improvement and Implementation of Workflows Exceptional Typing and Data Entry Skills

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