

Secretary II Secretary II Secretary II - West Virginia Division of Personnel Spencer, WV Work Experience Secretary II West Virginia Division of Personnel - Charleston, WV November 2017 to Present

- Created Access database solutions for various sections of Personnel as needed.
- Improved efficiencies and accuracy through Access database solutions and use of templates.
- Disqualification Process from 2-3 day minimum down to 2-3 hours maximum.
- Settlement routing time reduced to half
- Increased accuracy and ease of reporting.
- Process and track Settlement Agreements and Grievance Documentation for agencies under the jurisdiction of the Division of Personnel.
- Review, update and maintain procedures and reference books for both Employee Relations and Legal sections of the Division of Personnel.
- Provided support and coordination for Legal Counsel, including but not limited to database tracking, mailings, archiving and scheduling.
- Provide support and coordination for Employee Relations, including but not limited to scheduling, advisory, reporting and archiving.

Executive Administrator/ Database Administrator Main Street Project (nonprofit) - Northfield, MN February 2015 to March 2017 consultant 2015; employee 2016-17)

- Organized and implemented tracking database and controls for office.
- Created database solutions as needed
- Continuously maintain, update and track critical information using File Manager Pro/Server database
- Developed and implemented various procedures both office and farm related for consistency and accuracy
- Review and edit training and production manuals.
- Implemented new accounting policies and procedures to address audit concerns
- Coordinate schedules and essential functions of staff, supporting CEO, CFO and COO
- Compile and send out quarterly newsletter to contact database
- Provide support and coordination of information and scheduling for Board Members
- Additional office support and management duties as needed

Field Service Manager/ Senior Field Service Manager GTECH - Miami, FL September 2010 to December 2014

Roseville, MN - May 2007 to September 2010

Department/State level responsibilities and accomplishments (87 personnel, including 5 direct reports):

- Trained, evaluated, mentored, created and enforced policies and procedures.
- Created, maintained (and improved) budget of 7M
- Created a Get Well program for Florida; Reduction of Penalties
- Team won Presidential Award from Company (highest honors)

Corporate level responsibilities and accomplishments:

- Developed

and maintained corporate reports. Request for Proposal (RFPs) Drafting and editing: assisted and led the field service related contract responses resulting in four contract wins for 2014 and one for 2015. Provided backup support to Regional Director. Led and sponsored multiple Corporate Initiatives. Mentored Wisconsin Supervisor Technology Section Supervisor GTECH - Roseville, MN February 2003 to May 2007 Supervised eight operators and their daily activities, schedules and training Developed, wrote, and maintained disaster recovery, security manuals, and operational procedures. Responsible for testing, tracking and downloading software changes. Assisted in incident investigations, provided information necessary for incident reports and follow up items to the customer. Interfaced with local management and customers, assuring immediate response to all critical and non-critical issues. AIX Senior Systems Administrator IGT, OES - Roseville, MN February 1999 to February 2003 Monitored and maintained nine IBM RISC boxes (approximately 100 users) Interfaced with local management and customers, assuring immediate response to all critical and non-critical issues. Provided testing of new software and participated in the South Dakota Online Conversion (new systems and software). Created and maintained System Administration, System Emergency Procedures, and Training Manuals. Lead Operator/Operator IGT, OES - Roseville, MN September 1996 to February 1999 Assisted in incident investigations. Assisted in the daily operation of computer systems. Generated reports required. Verified the validity and clarity of computer reports and other output before release. Provided Hotline support. Interfaced with local management and customers, assuring immediate response to all critical and non-critical issues. Assisted with training of operational staff and provided staff support for all shifts. Provided testing of new software and participated in the Montana instant conversion Administrative Specialist US Army 1984 to 1987 Honorable Discharge Education Business Management Metro State University - Saint Paul, MN September 2009 to May 2010 Axia College - Phoenix, AZ January 2007 to May 2008 Military Service Branch: United States Army Rank: SP4 Additional Information SKILLS Executive Administrator/Support Program Management Contract Negotiations Fiscal Accountability (Budgets up to \$7M) Information Management Organization and Scheduling Create and enforce Policies and Procedures

Create Reports to Streamline Operations Communication Skills (oral and written) Leadership
File Maker Relational Database Advanced Excel User Advanced MSWord User Advanced
Presentation preparation UNIX AIX Access

Name: Kathleen Bruce

Email: walter08@example.com

Phone: 840-789-1879