

305 N Lombard St
Portland, OR. 97217

john.wanczyk@gmail.com
971-263-6428

John A. Wanczyk

Objective

Administrative support professional experienced in fast paced environments requiring the highest quality organizational and technical skills looking to secure a position in a solid work environment.

Experience

- » 23 years of office and technology experience
- » 20 years of customer service and client relations experience
- » 18 years of Microsoft Windows and Office experience for data and administrative duties

Administration

Experience solving integrated office projects using multiple Microsoft Office tools to produce reports and other related documents for both executive and client use

- ⤴ Example: created Visio flow chart for office contact priorities
- ⤴ Example: created mail-merge letters for high profile donors

Client Relations

Experience managing large client accounts to maintain company/client relations to the satisfaction of both parties

- ⤴ Example: point of contact for PlannedGiving eNewsletter between University Advancement at Portland State and their client, Crescendo
- ⤴ Example: managed multiple accounts of Online Bill Pay for several large banking clients and those client's customers

Additional Experience

Experience maintaining web content through the priority system, Drupal, as well as limited web development for office websites

- ⤴ Current Example: University Advancement at Portland State - <http://www.pdx.edu/giving>
- ⤴ Current Example: Woodlawn United Methodist Church - <http://www.gb-gm-umc.org/woodlawn/>

Experience managing complex data analysis issues in conjunction with sheriff departments and county coordinators resolving and maintaining 911 and emergency service integrity

- ⤴ Example: helped coordinate the implementation of 10 digit dialing for 911 services in the state of Oregon
- ⤴ Example: helped solve complex routing issues between multiple telephone companies to maintain data integrity

Experience in software localization, coordinating with translators and developers to transform English driven products into a variety of different languages

- ⤴ Example: lead localization engineer responsible for production of Gold Master of EditDV product for Japanese release

Work History

University Development Assistant, Portland State University, Portland, OR
Account Manager/CSR at Fidelity Information Services, Spherion LLC, Portland, OR
Staff Writer, The Bridge at PCC, Portland, OR
Mortgage Specialist Assistant at Wells Fargo Home Mortgage, Office Team, Clackamas, OR
Software Localization Engineer, SDL International, Boulder, CO
Data Integrity Analyst II, SCC Communications, Boulder, CO

Education

B.A. in English with an emphasis in writing, Portland State University 2011
Certification in 911 data analysis, SCC Communications 1998

Additional Info.

References available on request