

Alex L. Asbury

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EXPERIENCE

adCenter TME Support, Microsoft Advertising

7/2010 – Present

VMS Industry Contract with Stream International

www.adcenter.microsoft.com

- Reviewed trademark and counterfeit complaints from Fortune 500 companies and advertising agencies.
- Achieved nine of ten 100% Coaching Reports by adCenter Seniors.
- Collaborated and served as an advisory resource on the TME team with 13 co-agents.
- Alleviated integration problems from the Bing and Yahoo! advertising search alliance.
- Directed five tools escalation and two policy issues to adCenter Subject Matter Experts (SMEs).
- Clarified the implemented adCenter trademark policy changes (3/03/2011) to external requesters and agencies.

Research Assistant to Bruce Tabb, UO Libraries

9/2009 – 6/2010

Special Collections & University Archives Department

<http://libweb.uoregon.edu/speccoll/>

- Conducted archival research directly supporting the SCUA Public Reference Librarian.
- Corresponded via email, phone and interpersonally with patrons to efficiently utilize their research time.
- Administered billing invoices and records management of confidential patron and donor information.
- Managed and shelved acquired accessions of Oregon Collection and Rare Books.
- Assisted the student front desk staff with office inventory, support, and locating SPC assets.

Administrative Assistant, ASUO Legal Services

9/2009 – 6/2010

Associated Students of the University of Oregon

<http://darkwing.uoregon.edu/~legal/>

- Facilitated administrative support by directing incoming calls, greeting and scheduling clients, organizing case documents, writing legal memorandums to attorneys, and managing the daily flow of operations.

Student Assistant, UO Libraries

1/2007 – 9/2009

Special Collections & University Archives Department

<http://libweb.uoregon.edu/speccoll/>

- Greeted and registered patrons into the SPC database in the Paulson Reading Room.
- Ensured compliance with policies and advised researchers of finding aid resources.
- Assisted curators and librarians with long-term projects, processing manuscript collections.
- Supported daily office operations: sorting mail, answering the phone, filing donor information, and inputting statistics.

EDUCATION

B.A. University of Oregon

2006-2010

Major: Political Science, Minor: Communications

Peer Advisor, Political Science Department

Event Liaison, International Business & Economics Club

Student Representative, University Library Committee, 1 of 2 undergraduate students appointed

Independent Researcher, National Archives & Records Administration

PROFICIENCY

Programs: Windows 9x/ME/2K/XP, Mac OS, C++, Excel, PowerPoint, Access, Beta, Word, Outlook, Microsoft Dynamics CRM, CAP, Microsoft SharePoint, Fiddler, moderate Macros, moderate Java.

Research databases: Lexis Nexis, Westlaw, Mergent, Mint, FOIA Public Records, USPTO.