

SHANNON L. AMRINE

5105 SE 141ST PL, PORTLAND, OR 97236 ♦ SHANNON.AMRINE@GMAIL.COM ♦ (205) 394-0578

EDUCATION

J.D., Juris Doctor

University of Alabama School of Law, Candidate, *Tuscaloosa, Alabama, 2011*

- Course of study in E-Discovery.
- Academic scholarship.
- Order of the Samaritan.
- Alabama State Bar Volunteer Lawyer Program Student Award.
- Dean's Community Service Award.
- Legal Clinic work.

B.T.M., Bachelor of Technical Management

DeVry University, *Columbus, Ohio, 2006*

- Course concentrations in Computer Information Systems and Management Information Systems.
- Academic scholarship.

A.A.B., Associate of Applied Business

Marion Technical College, *Marion, Ohio, 2004*

- Course concentrations in Office Information Systems and Business Management.
- Academic scholarship.

Other Training

- Microsoft Office SharePoint Server (Microsoft Courses 5060, 5061), *Oct., 2007*.
- Transact-SQL Querying, *June, 2005*.
- Crystal Reports Expert Certification (Certificate from Result Data), *April, 2005*.
- CompTIA A+ Training (MCSE I, A+ Basic, A+ Advanced), *April, 2004*.
- MOUS (Microsoft Office User Specialist), Expert level Access, Excel, Word, PowerPoint, Outlook, *December, 2003*.

EXPERIENCE

Management Information Systems Specialist

Bound Tree Medical, L.L.C., *Dublin, Ohio, 6/04- 6/08*

Duties of MIS Specialist include the following:

IT Project Manager/Analyst

- Manage small- and large-scale IT projects, collaborating with senior management, third-party vendors, overseas consultants, and other stakeholders to define project scopes, goals, deliverables, budgets, and measures of success.
- Develop and deliver progress reports, proposals, technical/training documentation, and presentations using tools such as MS PowerPoint, MS Project, MS Word, and MS Visio, and other appropriate applications.
- Use strong research and analytical skills to identify potential business process improvements in all departments, and initiate plans for implementation.
- Conduct pre-implementation user testing and training for projects, new modules, and upgrades.

Database Administrator - SQL Server 8.0

- Plan and build custom views, queries, and Data Transformation packages.
- Create database users, manage security and perform general maintenance procedures in compliance with retention policies.
- Create, edit, and catalog technical and training documentation.

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EXPERIENCE (CONTINUED)

ERP System Administrator – Microsoft Dynamics Great Plains 8.0, 10

- Develop and design data integration between outside databases, software applications and ERP System.
- Monitor network usage and ensure optimal system performance.
- Facilitate and plan user training for new modules and upgrades.

Business Portal Application Designer/Administrator – Microsoft SharePoint Services 2.0, 3.0, MOSS 2007

- Plan, design, implement, and maintain all aspects of company Business Portal.
- Set up sites, customer web parts, and workflows using SharePoint Designer.
- Single-handedly designed and built an online sales analysis tool, effectively giving remote sales representatives unprecedented access to live figures, reports, and sales data.

Reporting Applications Developer/Software Support

- Administer report/application request database and independently deliver solutions for each request.
- Generate ad-hoc reports using a variety of reporting tools: FRX, MS Access, MS Excel, Crystal reports, SQL reporting services. (*expert-level proficiency*)
- Plan, Design, develop, implement, and maintain proprietary reporting and analysis applications, frequently using creativity and problem-solving skills to create solutions to difficult or novel user/department requests.
- Respond to and resolve all user support requests escalated to MIS department from Help desk.

Tier II Helpdesk Technician

Consultant, Honda of America Mfg., Inc., Marysville, Ohio, 1/02-6/04

- Assist and train Level 1 technicians with troubleshooting techniques and problem resolutions.
- Demonstrate research and analytical skills, develop successful solutions to users' problems, as well as draft effective documentation of technical procedures for training and reference purposes.
- Provide desk-side and PC peripheral hardware and software support for over 16,000 users nationwide, supporting platforms such as: Windows 95/98/NT/XP, IBM Mainframe, and AS400; as well as Microsoft Office, Lotus Notes, and over 5000 additional licensed and proprietary software titles.
- Consistently lead helpdesk team in call escalation ratio and resolved calls per month (700+).

Legal Student Volunteer: UA Elder Law Clinic, UA Capital Defense Clinic, Tuscaloosa County Public Defender's Office

- Work on cases under licensed attorney supervision, tasks included: processing intakes, conducting case investigations and legal research, communicating with clients, family members, witnesses, and other interested parties, and writing legal memorandums, motions, and briefs.

Coach/Mentor

Pride of Tuscaloosa – Adolescent Outreach Program

- Visit local schools throughout the academic semester and educate a class of students about the dangers of drug and alcohol use by teaching them applicable laws and conducting a mock trial.

Destination Imagination Competition

- Teach a team of children creativity, problem-solving, critical-thinking, competition, and public performance skills, while they compete against other teams from all over the world to come up with a performance-based solution to a given problem.

Volunteer/Advocate: West Alabama Regional Commission – Agency on Aging (*Ombudsman*), National Psoriasis Foundation, Warrior River Keepers

- Participate in various activities on behalf of the foundation to Include: meeting with elected government officials and staff, distributing educational materials, gathering people and resources for campaigns, hands-on volunteer work, and advocating for individual's needs.

ACTIVITIES