

Paige Israel
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TECHNICAL AND ANALYTICAL SKILLS

- Knowledge of HTML, CSS, PHP, and WordPress
- Superior written and oral communication skills
- Strong grammatical English skills; proficient in editing
- Excellent analytical and problem solving abilities
- Initiate, organize and manage several projects simultaneously

PROFESSIONAL EXPERIENCE

Highline College Advising Department

January 2015 – Present

Position: Intern for Web Developer AAS degree at Highline College

- Created “About Us” page
- Developed content for “What to expect at Educational Planning”
- Edited and updated “Contact Us” page
- Maintained Consistency among site pages

Superlative Internet, LLC

April 2014 – July 2014

Position: Intern for Web Developer AAS degree at Highline College

- Edited content on “Bullying” on www.laughforthehealthofit.net
- Using Gravity Forms, completed medical history and patient information forms for www.410dental.com
- Switched WordPress templates on apartment websites for TourVista.com client
- Assist with migration of 120 WordPress websites to new hosting company

PFITech for Dell at Boeing

2012 - 2014

Position: Security Administrator for Boeing Account

- Created training manual for new Security Administrators
- Worked with AEGIS (proprietary software program)
- Determined access privileges for new and existing Dell employees
- Administered Boeing badges for Dell employees
- Processed onboarding and terminations of Dell employees

Position: Workload Manager

- Responsible for 22 worksites across 5 states
- Continually met and coordinated with project team to manage the workflow of multiple projects in various stages of progress
- Consistently met target goals for Service Level Agreement (SLA)
- Monitored queues for laptop maintenance tickets, evaluate and determine required solution, and assign to appropriate technician
- Supervised technician’s performance to guarantee compliance with the customer’s SLA

Position: Client Field Technical Services Representative

- Trained new employees
- Promoted from graveyard shift to days based on dependability and reliability
- Maintained, serviced and repaired computer network carts
- Retrofitted power supplies on network carts to accommodate new models of laptop computers
- Prepared for and assisted with regular software information updates

Affiliated Computer Services

October 2011 – February 2012

Position: Customer Service Representative

- Assessed customer needs to ensure they have the appropriate plan and features
- Answered billing questions and manage billing issues
- Troubleshoot and provided solutions for wireless device problems
- Handled incoming calls in a professional manner
- Achieved first call resolution

Better Homes and Gardens Real Estate Executive

July 2007-August 2009

Position: Executive Assistant

- Personal assistant to the President and Managing Broker
- Handled agents' licenses and personnel files to ensure compliance with state licensing law
- Converted the company's file system to a digital format from the traditional paper method
- Compiled and managed Excel data base for 350 real estate agents
- Assisted with and monitored all of the company's internal projects
- Enrolled new agents and kept and organized all agent files

Renton Technical College

October 2006-June 2007

Position: Research Assistant

- Directed focus group project to assist with grant preparation and wrote and presented results
- Revamped and directed a new method of tracking research projects within the Research Department
- Researched major project to re-structure the process by which teaching faculty are evaluated
- Administered student evaluations of faculty

EDUCATION

Highline College

Des Moines, WA

- AAS in Web Development expected 2015

2014-present

Highline Community College

Des Moines, WA

- Completed certificates in the following:
Network Skills, Data Recovery and Forensics, UNIX/Linux, and LAN

2009-2011

University of Washington

Seattle, WA

- BA in Psychology
- MS in Psychology

1990

2005