

## Contact

+34 622519592 (Mobile)  
b.mck13@yahoo.com

[www.linkedin.com/in/bmck13](http://www.linkedin.com/in/bmck13)  
(LinkedIn)

## Top Skills

Customer Service  
Spanish  
Teaching

## Languages

Spanish

# Bianca McKenzie

Implementation Specialist  
Portland, Oregon

## Experience

DDI System - Inform Distribution ERP Software  
Implementation Specialist  
November 2014 - Present  
Portland, Oregon

- o Managed 8 week implementation projects, transitioning multi-million dollar companies to a new ERP software management system
- o Made software configuration decisions based on the analysis of the customer's current business procedures
- o Conducted end user training and support sessions, both virtual and onsite to further user development and troubleshoot user issues
- o Prepared user guides, documentation, reports and other user material for end user training.
- o Investigated and resolved customer issues, troubleshooting up to 20 support calls each day.

Ministry of Education, Spain  
English Language Teacher  
October 2011 - June 2014 (2 years 9 months)  
Spain

\*Implemented and taught school-wide ESL programs for 3 elementary schools, grades 1-6

\*Developed classroom programming including projects, activities, presentations, workshops and lessons to foster the development and understanding of the English language and culture.

\*Successfully prepared 4th graders for the completion of the Trinity English proficiency exam.

\*Individually prepared and tailored specific workshops and activities to nurture each students' English needs.

OSU MU Building Services

## Project Manager and Maintenance Assistant

June 2010 - September 2011 (1 year 4 months)

- \*Configured and implemented a computerized maintenance management system

- \*Streamlined workflow processes, gathered data and created schedules, criteria and rules for system operations and functions

- \*Conducted meetings, seminars, training sessions, and presentations for departmental implementation of the system

- \*Coordinated and scheduled building and office maintenance activity

- \*Served on the design and decision committee for a new student union building

- \*Scheduled workflow and trained student maintenance employees

## OSU Student Computing Facilities

Computer Technician

September 2008 - March 2011 (2 years 7 months)

- \*Responsible for overseeing, managing and helping use of a computer lab

## OSU Department of English

Office Assistant

September 2007 - June 2010 (2 years 10 months)

Performed office management tasks, including light bookkeeping, info display boards, newsletter editing, author publishing mailings, program promotion

## Ingle, Carl & Ragsdale, LLC

Tax Return Assistant

January 2010 - April 2010 (4 months)

- \*Prepared and assembled individual and business tax returns and assisted with reception at this tax firm.

## Kmart

Sales Associate

October 2007 - February 2008 (5 months)

- \*Responsible for sales, customer service, transactions, stocking, opening and closing procedures and general assistance in the fine jewelry department.

## College Works Painting

### Branch Manager

January 2007 - October 2007 (10 months)

\*Managed a \$40,000 business in the summer of 2007 handling:

\*Marketing \*Client sales and concerns \*Hiring, training, managing painters

\*Organizing and facilitating production \*Payroll

The Real Estate Firm, Receptionist, June 2006 - Jan. 2007

\*Responsible for incoming phone lines, all bank deposits, assisting clients and tenants, handling new tenant lease procedures

## The Real Estate Firm

### Receptionist

June 2006 - January 2007 (8 months)

Responsible for incoming phone lines, all bank deposits, delivering/sorting mail, assisting clients and tenants, handling new lease procedures

## Eddie Bauer

### Sales Associate

October 2005 - January 2007 (1 year 4 months)

\*Responsible for assisting customers, sales, handling sales transactions, operating cash register, maintaining store neatness, also opening and closing procedures

## KeyBanc Capital Markets

### Investment Intern

June 2005 - September 2005 (4 months)

\*Operated multi-line phone system, client paperwork, filing, bank deposits, computer programs, database programs

---

## Education

### Oregon State University

B.S, Business Management · (2006 - 2011)

### Universidad de Cantabria

Spanish Language & Culture · (2009 - 2009)