Deanna   
Armstrong

3 Chestnut Road, Newport NH 03773 | 603-558-3708 | deanna.armstrong@comcast.net

# Objective

To use my current skill set to maximize customer satisfaction and improve business performance.

# Experience

**City of Lebanon, NH**

Asset Manager | Jul 2023 – Present

* Lead city-wide fixed asset management initiatives, including inventory tracking, valuation, and audit preparation.
* Collaborate with departments to align procurement records from the BS&A Financial Accounting System with the Brightly Asset Management platform.
* Implemented and maintain a quarterly inventory cycle count process using Power Automate, ensuring non-repetition and compliance.
* Conduct asset verification through physical audits, comparing field inventory with purchase records and updating records accordingly.
* Developed Microsoft Forms and Power Automate workflows for asset submissions, disposal approvals, and attachment handling.
* Established data integrity protocols and reporting standards, integrating real-time updates with SharePoint and Microsoft Lists.
* Serve on the City Technology Committee and Innovations Team to vet new systems, evaluate AI usage, and support smart city initiatives including Smart Asset sensor-based alerting and automated work order generation.

**Newport School District**

Data Coordinator | Nov 2016 – June 2023

* Managed State Testing Data for the district
* Set up security access; system settings; and staff, teacher and parent access in PowerSchool SIS
* Handle yearly processes, e.g. set up of new school year, roll over, close out school year, graduate students, create class and bell schedules and coordinate with other staff to complete projects/work orders efficiently.
* Provide assistance in all areas of student information, developing attendance reporting formats, grade reporting, registration and scheduling, discipline reporting, test reporting and enrolling and withdrawing of students into the software system, etc.
* Work directly with teachers in the use of the electronic gradebook system, including training, program analysis and installation.
* Establish protocols for data entry and system usage; and document in a user/procedures manual
* Conduct advanced searches and queries and support special requests from the administration or faculty
* Collect and complete the required data for the state reports; and prepare all administrative reports and conduct all NH i4see uploads
* Manage and prepare all academic reports, including progress reports, report cards, regular academic progress updates
* Recommend system improvements
* Train and orient new users and support all users, establishing needs and monitoring usage
* Ensure accuracy of data and troubleshoot problems with the database, including data validation errors
* Maximize the value of PowerSchool/PowerTeacher software and information
* Troubleshoot operational and software problems, determine cause of error or stoppage, apply corrective techniques or obtain support from software manufacturers

Accounts Payable/Payroll | Jun 2016 – Nov 2016

* Keeping track of all payments and expenditures, including payroll, purchase orders, invoices, statements, etc.
* Reconciling processed work by verifying entries and comparing system reports to balances
* Paying employees by verifying expense reports and preparing pay checks
* Paying vendors by scheduling pay checks and ensuring payment is received for outstanding credit; generally responding to all vendor enquiries regarding finance
* Preparing analyses of accounts and producing monthly reports
* Continuing to improve the payment process

Administrative Assistant, Special Education | Aug 2010 – Oct 2014

* Support the Director of Student Services
* Maintain confidentiality
* Administrative NHESEIS functions
* Enter online data for the School District Grants
* Maintain budget balances for Special Education department
* Work closely with the Business Office
* Coordinate all meetings for Special Education Department and all PPT referrals
* Responsible for scheduling all special education related meetings and others as directed by Special Education Coordinator
* Adding students or removing students from the NHESEIS system
* Ensure that all IEP and triennial due dates are in compliance
* Maintain all service grids to ensure reliability
* Maintain confidentiality
* Main contact person for special education
* Update IEP’s on school server including regulating confidential information
* Responsible for all mailings
* Support Special Education staff as needed

Program Coordinator | Aug 2008 – Jul 2010

* Revamped a grant funded program for at risk youth
* Responsible for maintaining performance measures to continue funding
* Maintain reporting and paper at the school district and state levels
* Work with students to help them obtain skills necessary for employment
* Work with community businesses to have locations for the students to work during the Summer Program
* Ensured program stayed within budget

**Eastman Community Association**

Administrative Assistant | Nov 2014 – Jun 2016

* Support the Director of Community Wellness
* Customer Service
* Coordinate biannual publishing of an event guide
* Solicit business advertising for event guide
* Work closely with the Business Office

**Stiles Associates**

Special Projects Manager | Sep 2006 – May 2008

* Assisted with new database install and setup
* Liaison with outside IT
* Database maintenance
* Some training on new database

**STIHL USA**

Call Center Manager | Oct 1995 – Mar 2005

* Supervise 18 employees and allocate duties and staffing schedules.
* Hold monthly staff and training meetings
* Present statistics, areas of improvement and department accomplishments at Branch Manager meetings
* Yearly budget planning
* Interviewing and hiring of new employees

# Education

SNHU online 2023 – 2025 BS Computer Science with a concentration in Data Analysis

Saint Leo University online – 2002 – 2004

Tidewater Community College – 2001-2002

PSU - IPT Certification

PSU - PowerTeacher Pro Certification

PSU – IPT Re-certification

# Volunteer work

**Canaan Lions Club**

Track Coordinator

* Maintain Racer Database
* Maintain Website
* Contact with riders with questions
* Liaison between the Club and the MX software vendor
* Set up event for racers to register
* Register racers
* Handle racer complaints during events