

**SUMMARY OF QUALIFICATIONS**

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**Manager** with more than 15 years of experience working within fast-paced environments: executive level support, emphasizing efficient business procedures; extensive documentation and presentation preparation, record keeping, budgeting and bookkeeping; productive team management; and superior support services.

**PROFESSIONAL EXPERIENCE**

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**Labeling Editor**, Lionbridge, (Telecommute, Seattle, WA) **11/2010 – Present**

- Assist in training of search algorithms for specified platform for online advertising
- Involves extensive organization and categorization based on specific criteria.
- Work within a web-based application evaluating user search engine queries and advertiser keywords with website landing pages, judging the relevancy and relationship between all aspects of the query and result.

**Editor**, Caption Colorado, (Denver, CO) **1/2010 – Present**

- Editor for closed-captioned, live-feed corporate financial reporting services.
- Analyzing, formatting and editing of live-captioned corporate reports, and transcribed recordings for pharmaceutical publications, oil drilling companies, executive sessions, and other services as needed, requiring a strong attention to detail and grammatical formatting. Quick thinking, speed, and problem solving are mandatory.

**Author and Illustrator**, Independent, (Wheat Ridge, CO) **8/2009 – Present**

- Published Author, “The Glazed Penguin”, *Speaking Your Truth Volume II*
- Illustrator, and Aspiring Writer for Children’s Books.
- Writing experience includes consulting for Communications Centers, 9-1-1 entities, and Government Agencies

**Vice Chairman and Treasurer**, 9-1-1 Dispatchers Banquet Committee (**Jefferson County**) **2000 – 8/2010**

- 501(c)(3) applied organization recognizes the work and efforts of police and fire dispatchers in Jefferson County
- Assisted with acquisition of private donations and fundraising,
- Accounts Payable and Accounts Receivable, included establishing accounting principals for the organization.

**Manager of Support Services**, Arvada Fire Protection Agency (Arvada, CO) **1/2008 – 8/2009**

Managed all aspects related to the support operations and project management of public safety Communications and establishment of IT services, overseeing dual-division staff of 18 employees as well as training personnel on best practices for successful support services. Managed implementation of projects as well as vendor services and protocols.

**Communications Supervisor**, West Metro Fire and Rescue Authority (Lakewood, CO) **10/1997 – 12/2007**

Provided first line supervision for the receiving and dispatching of requests for fire fighting and emergency medical services to the community, managing all functions including hiring, training, and management of employees.

**Communications Dispatcher**, West Metro Fire and Rescue Authority (Lakewood, CO) **1/1995 – 12/2007**

Receive and dispatch requests for fire fighting and emergency medical services to the community, coordinated responding units and inter-agency responses. Maintain fire inspection reports and business contact information files.

**EDUCATION, CERTIFICATIONS, AND SPECIALIZED TRAINING**

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**Associate of Science Degree with a Major in Multimedia Technology**

Red Rocks Community College, In process. Certificate received.

Academic: 3.86/4.0

Honors Society Membership: Phi Theta Kappa

**International Studies: French Language and Culture, No Degree**

Metropolitan State College, Denver

Academic: 4.0/4.0

**Specialized Management & e911 Training:**

Conflict Resolution and Confrontation Management; Managing Difficult People; 9-1-1 Training, Supervision and Management of Public Safety Communication Centers; Single Resource/Initial Accidents, FEMA; Managing the 9-1-1 Center; Civil Liability and 9-1-1;

**COMPUTER SKILL SET**

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PROFICIENT in Mac OS X<sup>®</sup> and Microsoft Windows<sup>®</sup>; Microsoft Office Suite<sup>®</sup> including Outlook<sup>®</sup>, Word<sup>®</sup>, Excel<sup>®</sup>, and PowerPoint<sup>®</sup>; EXPERIENCED with Quicken<sup>®</sup>, QuickBooks Pro<sup>®</sup>, and Peachtree<sup>™</sup> accounting software systems; SKILLED in Illustrator<sup>®</sup>, Photoshop<sup>®</sup>, Corel Painter<sup>®</sup>, iPhoto<sup>®</sup>, PhotoBooth<sup>®</sup>, SoundTrack Pro<sup>®</sup>, ProTools<sup>®</sup>, and Parallels<sup>®</sup>; ADEPT with Desktop publishing suites: AfterEffects<sup>®</sup>, FinalCut Pro<sup>®</sup>, iDVD<sup>®</sup>, iMovie<sup>®</sup>, and DVD Studio Pro<sup>®</sup>; COMPETENT in business through the internet and internet research.