

**Suzanne Carlson**  
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A highly organized, self-motivated, hard working team leader looking for a career change to pursue a life-long interest in the medical field.

**EDUCATION:**

**Branford Hall Career Institute**-Medical Assistant Program  
Branford, CT 4/2010-3/ 2011  
4.0 GPA/99.7% attendance

**University of Connecticut-School of Family Studies**  
Storrs, CT 1980-1984  
Bachelor of Science Degree-Human Development and Family Relations

**Southern Connecticut State University- School of Social Work**- New Haven, CT 1985-1986  
30 credits earned toward Masters in Social Work

**PROFESSIONAL EXPERIENCE:**

**Yale Cardiology-Externship**  
Branford, CT January 3, 2011-February 28, 2011  
Supervisor- Julie Amodio, RN- 203-488-8300  
Perform ECG, PT testing, Holter and BP Monitor hookup, H&P, vitals and patient care  
Venipunctures

**Pilothouse Communications, LLC**  
**Managing Member, CEO**  
Cheshire, CT Aug. 2004- Present

Responsible for running daily operations of a full service business communications company with 13 employees for 5 years. Also performed HR, AR/AP and Marketing functions. Manage contracts and created and implemented all policies and procedures necessary to run a successful business.

**Pier 1 Imports**  
**Sales Associate**  
Cheshire, CT Nov. 2009- Nov. 2010

Awarded "Sales Associate of the Quarter" for first 2 quarters of employment.

**Carousel Industries, Inc.**  
**Inside Sales Manager**  
Bloomfield, CT Nov. 2003-Aug 2004

Supervised 3 Inside Sales Executives selling telephone equipment. Supported the VP of Sales.

**ComNet Communications, LLC**

**IP/Telephony Division Manager**

Danbury, CT

July 2001-Oct. 2003

Ran daily operations of the division

Implemented all operational processes and procedures for sales and service departments. Supported 6 sales executives.

Purchasing all new equipment and managing distributor relationship

Managed 8 inside technical and support staff and 10 field technicians

**Avaya Inc.**

**Software Associate/Software Specialist**

Farmington, CT

March 1998-June 2001

Software Associate/Software Specialist/End User Instructor-

Software Implementation and Programming and Training on

Avaya Telephone system products

**Omni Communications, Inc.,**

**Secretary of Corporation**

North Haven, CT

January 1994 – March 1998

Ran the accounts payable and receivable department.

Assisted in the daily operation of the business

Customer Service Representative- Programming and training for new installations.

Ongoing customer support

**Subway World Headquarters,**

**Voice Systems Administrator**

Milford, CT

March 1991 – September 1993

Administered voicemail system, with over 1400 users internationally. Performed daily maintenance of 300 station telephone system. General trouble shooting. Liaison between the corporation and various telco vendors.

**New England Home Care**

**Home Health Aid Coordinator**

Waterbury, CT

1987- 1990

**Tender Loving Care**

**Home Health Care Coordinator**

New Haven, CT

1985-1987

**CERTIFICATIONS/  
MEMBERSHIPS:**

CPT-2010 -NPA  
CPR/AED Certified (Adult, Child and Infant)-American Heart Association  
First Aid Certified- American Heart Association  
AAMA Member

**INDUSTRY  
EXPERIENCE:**

Recovery Room Volunteer- YNNH-1979-1981

- Patient care
- Patient Transport

Cheshire Hospice – Volunteer- Bereavement Counselor-1981-84

- Group and Individual counseling
- Patient companionship

In home Caregiver to elderly mother for 3 years- 2000-2003

- Stoma care, personal care, wound care, medication administration

Board of Governors –Mid State Medical Center- 2007-Present

- Development Committee- worked on 2010 Expansion Project Fundraising
- Business Advisory Board

**COMPUTER  
SKILLS:**

Microsoft Windows XP/Office 2000 Suite

Quickbooks

TigerPaw- Customer Service Management Software