

## **Work Experience**

### **Tom Drexler Plumbing - Computer Technician**

Louisville, KY

*04/2009 - 11/2009*

- Set up new software program (ESC), imported data of previous system; integrated Quick-Books
- Managed data of parts and supplies into the new system, from the development phase to production

### **Today's Staffing - Technical and Clerical Duties**

Louisville, KY

*01/2007 - 01/2008*

- Created file index database for rates and regulatory department, quantitative results, efficiency, and productivity improved with employees
- Managed user training use of the new database. Met with users to create a user-friendly system
- Scheduled meetings with Outlook and set up conference calls, receptionist duties
- Customer service with Call Center department

### **Ops Plus Inc. (LG&E) - Records Coordinator**

Louisville, KY

*10/2005 - 11/2006*

- Dispatched gas construction jobs and provided technical data and other information for work crews
- Created daily log database to follow up with plumbers, construction, and other related customers. Quantitative results efficiency and productivity, that database was adopted by dept