# 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.