

Frank NELSON

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Personal Strengths

- Fluent in Spanish speaking and comprehension, highly proficient in written Spanish
- International experience living & working in various countries, easily adapting to change
- Strong writing and communication skills
- Enjoys critical thinking, problem solving & taking on new challenges
- Quickly learns new skills with strong attention to detail

Target Systems/Software

IMN	mySupport	TIPP
PRISM	POL	GPC Ties

Software Skills

Excel	SharePoint/Plan	Photoshop
Access	OneNote	Dreamweaver
Tableau	HTML5 & CSS3	Illustrator
VBA	Flash	InDesign

General Business

- Report structure & process development
- Excel formatting and formulas
- Excel macro creation with VBA
- FAQ maintenance and organization
- Experienced with SharePoint/SharePlan
- Training users on new software/processes

Web Design and Development

- Proficient in HTML5, CSS3, Dreamweaver
- Comfortable updating/editing existing sites
- Search Engine Optimization

EDUCATION

Minneapolis College of Art & Design

Post-BA Certificate

Interactive Web Development & Marketing

Iowa State University

BA in Art & Design with emphasis in Advertising

BA in Advertising

COMMUNITY INVOLVEMENT

Chief Umpire & Coordinator (2010 - Current)

Highland Park Little League, St. Paul MN

Manage and schedule crew of ten umpires for a four-month regular season as well as post-season tournaments. Kept detailed records of games and payments through self-designed web site. Had to have most thorough knowledge of rules, protocol and procedure.

RELEVANT WORK EXPERIENCE

IMN Attribute Fulfillment Coordinator - MPSD (July 2012 - Present)

Target Headquarters, Minneapolis, MN

- Expert in IMN system, including item set-ups, Target.com Web image quality specifications, attribute requests, product specific tasks &
- Lead group of six contractors during IMN conversion project, acting as their contact for training and support, as well as ensuring their work quality
- Communicated with vendors and department MS and SS to obtain correct item information
- Completed highly time-sensitive projects including repairing items with crucial missing attributes, multiple-item set-ups, merch-type reassignments,
- Documented best-practices and lead training for onboarding contractors

Store Research Coordinator - SRC - Store Ops (Sept 2010 - July 2012)

Target Headquarters, Minneapolis, MN

- Responsible for periodic and ad-hoc reports used by team, department and field leaders to monitor trends, forecast workload, and assess opportunities in store communication and logistics.
- Synthesized data from multiple sources/databases and formatted in Excel using pivot tables, formulas and graphs. Designed reports to tell a story that leadership used to drive action.
- Owned the store survey process. Partnered with HQ partners to formulate questions for best data results. Created process to track survey schedule to ensure on-time dispersal and data collection. Performed additional data analysis for deeper understanding of results.
- Improved efficiency in reporting by using formulas, auto-populating graphs, and vlookups to quickly add new data.
- Took initiative to learn new programs and software skills to increase overall productivity and identify opportunities for improvement.

Documentation Management Assistant (Oct 2008 - Dec 2009)

The Global Fund to Fight AIDS, Tuberculosis and Malaria, Geneva, Switzerland

- Worked on project to combine several SharePoint grant document libraries into one, adding metadata to improve organization and ease access for partners throughout the organization.
- Became expert on the new SharePoint library. Wrote online and hardcopy user manuals, created and updated FAQs, designed project homepage.
- Trained new users with group presentations and one-on-one sessions.
- Acted as a liaison between users and IT. Communicated the technical limits of the system to users and the needs and desires of the user to the IT team.
- Performed troubleshooting for companion third-party software, quality-checked document migration path prior to final transfer, and provided phone and in-person first-level support to new users.

Enumerator (April 2010 - July 2010)

U.S Census Bureau, Minneapolis, MN

- Completed census interviews in English and Spanish as part of a team working in urban neighborhoods of Minneapolis.
- Volunteered to act as a Spanish translator for fellow team members, increasing overall productivity.
- Managed time wisely by completing self-motivated work schedule, allowing team to canvas area in efficient manner.
- Professional and courteous demeanor when interacting with interviewees.