

Sherrie L. Fuqua
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SUMMARY OF SKILLS

Customer Service 30+ years

In professional environments including retail, reception, administration, property management, teaching and computer technical support.

Office Administration 30 years

Proficient at light bookkeeping, general office administration, data-entry, record-keeping, filing, organization, time-management, project management. Adept at identifying and implementing efficiency improvements, for example implementing or optimizing database systems or other productivity tools to reduce manual administrative work, or deploying Web pages to supplement and streamline customer service or inquiries. 20+ years intermediate to advanced experience in Microsoft Word, Excel, PowerPoint and Access, including professionally training others in Excel, Word and PowerPoint for various educational organizations.

Computer and End-User Technical Support 20 years

PC, Mac and Server hardware and support. Vendor certified by Apple, IBM, Dell, HP and Compaq. MS Certified Professional (MSP), MS Certified Engineer (MCSE), CompTIA (Computer Trade Industry Association) A+ (PC software and hardware), Network+ and Server+ Certified, to provide end-user support for technical issues, computer deployments, printer support, network and/or connectivity issues, software problems, end-user and client questions and training.

Database Systems 10+ years

Database development, management, report design, and data entry in MS Access, MS SQL, MySQL, SQLite, Q&A and others.

Personnel and Business Management 5 years

Duties have included leadership and direct employee supervision, safety, training, evaluation, task direction, and scheduling; as well as inventory and financial management.

Technical and Professional Training 4 years

Teaching and developing curriculum for technical certification courses; Microsoft Excel and PowerPoint courses; general computer support courses.

EDUCATION

1996 - 2011 University of Vermont, Burlington, Vermont
Psychology
85 credits
3.82 GPA

1980 - 1984 South Natchez Adams High School
General Studies

RECENT WORK HISTORY

2016 - 2018 Pilgrim's Poultry Plant, Mount Pleasant, Texas
July 2016 – March 2017 Evisceration, West Kill Plant
March 2017 – Present Quality Assurance, West Kill Plant

2015 Quadric Software, Winooski, Vermont
Customer Technical Support

2013 - 2014 Small Dog Electronics, South Burlington, Vermont
Technical Support Specialist

2005 - 2009 University of Vermont College of Medicine, Burlington, Vermont
Technical Support Specialist