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## TECHNICAL SKILLS

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LANGUAGES: SAS, SQL (MS), MySQL, HTML, PHP, CSS, JAVA, C#

APPLICATIONS: Microsoft Visual Studio, SQL Server, MS Office Suite, MS Access, Sublime Text2, Eclipse, Github

DATABASES: MS SQL Server, MySQL, Microsoft Access, Salesforce

TECHNICAL WRITING: Unified Modeling Language, User Guides

OPERATING SYSTEMS: Windows Server 2008, Windows , Mac OSX

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## EDUCATION

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Bachelors of Science in Business Administration, College of Business  
Major: Computer Information Systems with a minor in Spanish (GPA 3.12)  
*University of Louisville*

*December, 2016*

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## PROFESSIONAL EXPERIENCE

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*University of Louisville, Louisville, Kentucky*  
**Intern**

*January, 2014 – Present*

- Provide technical assistance via phone and electronically for Blackboard, the online Learning Management System (LMS) supporting the entire University of Louisville faculty, staff and students.
- Update backup with the most recent semester courses onto external hard drives.
- Organized reduction of thousands of current Blackboard organizations prior to cloud migration.

*OfficeWare/Konica Minolta Business Solutions, Louisville, Kentucky*  
A regional provider of integrated document solutions.

*2010 - 2012*

**Service Help Desk**

- Installed Optimize software via phone support to ensure information communication to corporate via remote connection.
- Maintained Optimize database (SaaS) to ensure printer specific information.
- Created reports from Optimize for sales and service for customer value-add.
- Provided technical assistance in person, via phone, or electronically with Optimize, a proprietary software for managing printer needs.
- Managed internal/external email correspondence. Met service-0level response time of 15 min.
- Researched and resolved service, product and billing issues.
- Managed incoming calls from a regional customer base.
- Provided service support for out-of-territory customers.
- Achieved key performance indicators in all areas consistently.

*Savon Logistics; Phoenix, Arizona*

2007-2009

Start-up, third-party Logistics Company created in conjunction with Loadtraining.com.

**Contract Employee**

- Tracked and traced loads for current customers to maintain customer satisfaction.
- Resolved scheduling conflicts due to unforeseen traffic or equipment failure.
- Input new carriers' information, fulfilling all federal and state requirements.
- Maintained office equipment, mail management, vendor management and office needs.
- Matched freight bills for proper A/P and A/R processing to include commissions.

*LoadTraining.com; Phoenix, Arizona*

2006 - 2007

A vocational school educating students to work as transportation brokers.

**Administrative Assistant**

- Supported CEO in organization, technical support, travel plans, and class programs.
- Created and edited collateral for ad space in multiple magazines and newspapers.
- Coordinated student arrival and enrollment for all classes.
- Maintained office equipment, mail management, vendor management and office needs.
- Coordinated, edited and maintained legal drafts of depositions for expert witness.

*Fabulous Food; Phoenix, Arizona*

2005 - 2006

A private catering company committed to the ultimate experience of fine dining.

**Administrative Assistant**

- Generated future sales for corporate business from cold calls from extinct database.
- Selected and purchased hardware relevant to telephone system and satellite locations.
- Assisted coordinating vendor products for events including floral and rentals.

*Make-A-Wish Foundation International; Phoenix, Arizona*

2002 - 2005

A not-for-profit organization established to grant wishes to children worldwide with life-threatening illnesses.

**Administrative Assistant**

- Planned logistics for international conferences and board meetings. Logistics involved hotel contracts, local transportation, meeting location, meals, and events.
- Arranged international travel for 12 Board Members and a staff of 8.
- Relocated office from a shared space to an independent new office space. Established new telephone system, new server system, and new office equipment.
- Processed expense reports for staff and board members in different currencies.
- Maintained office equipment, mail management, vendor management and office needs.