
TECHNICAL SKILLS

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

EDUCATION

Bachelors of Science in Business Administration

Major: Computer Information Systems concentration in Web Development with a minor in Spanish

University of Louisville

December, 2016

PROFESSIONAL EXPERIENCE

University of Louisville, Louisville, Kentucky

January, 2015 – Present

Intern

- Provide technical assistance via phone and electronically for Blackboard, the online Learning Management System (LMS) supporting the entire University of Louisville including 24,355 students, 6,997 faculty and staff.
- Cleared 1165 tickets within the last 6 months closing 64% of tickets within the 48 hour target zone.
- Trained incoming students on procedures and problem solving
- Performed annual backup administration by utilizing the archive utility in the LMS to migrate the oldest year to external hard drives and kept 2 years online for easy access.
- Restored archived courses into live LMS to access professor requested information.
- Reduced organizations from 5,000 to 3,000 within the live LMS through use of SQL prior to cloud migration.
- Received kudos from customers upon completion for follow through to ensure problem was resolved.

OfficeWare/Konica Minolta Business Solutions, Louisville, Kentucky

2010 - 2012

A regional provider of integrated document solutions.

Service Help Desk

- Installed Optimize software via phone support for enrolled customers to ensure information communication to corporate via remote connection.
- Maintained Optimize database (SaaS) to produce printer specific information and provided data analytics to customer for support.
- Created reports from Optimize for sales and service to the customer for a value-add.
- Provided technical assistance in person, via phone, or electronically for Optimize, a proprietary software for remote managing printer needs.

- Met service level 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.