JENET J BARIBEAU

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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   *August, 2016 – December, 2016*
                                                                                  January, 2014 – August, 2014

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 customer issues

- 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 coursed into live LMS to access professor requested information.

- Reduced organizations from 5,000 to 3,000 within the live LMS through use of SQL to eliminate unused organizations occupying server space prior to cloud migration.

- Self taught PHP to help maintain and update Delphi website.

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 increasing invoice collection by 20%.

- 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.