

Kathryn Dougherty (Fisher)

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Summary

Innovative professional with 10+ years of experience helping companies develop and refine educational opportunities for employees.

Comfortable using and learning:

*HTML

*CSS

*JavaScript

*GitHub/Bash

*VS Code

Here are a few examples of my potential:

*Developed training materials and resources for 400+ employees for a newly introduced Customer Relationship Management (CRM) program.

*Provided technology education and support for programs including: CRM, IBM database, internal sales systems, Microsoft products, iOS and Windows, etc.

*Developed 3-month, overnight summer program and resolved a 20+ year problem regarding horseback scheduling.

I get excited about opportunities where I am able to work with highly creative minds to solve problems.

I love connecting with new people, you can reach me at KathrynFisher3700@gmail.com

Experience



Real Estate Representative

The Villages®

Apr 2022 - Present (1 year 6 months)

- Manage personal business LLC. Discover clients' motivation to provide options of home buying and selling.



Sales Training Coordinator & Technology Support

The Villages®

Jan 2020 - Mar 2022 (2 years 3 months)

- Developed and led Technology Education in multiple departments.
- Resolved daily requests for technology support and troubleshooting; worked on long-term database projects.



DreamMaker (Employee) Resource

The Villages®

May 2019 - Jan 2020 (9 months)

- Responsible for the planning, organizing, and review of monthly events and demonstrations; including team-bonding and professional development classes.
- Operated technical equipment during presentations.



Program Director

Heart O The Hills For Girls

Jan 2018 - Apr 2019 (1 year 4 months)

- Recruited, hired, and trained over 80 employees annually and executed regular performance reviews.
- Created and implemented a 3-month program for an overnight, summer camp organization.
- Organized "off-season" events in Texas and some universities.



911 Call Taker

Seminole County Sheriff's Office

Oct 2016 - Dec 2016 (3 months)

- Received and responded to county and city emergency telephone calls.
- Coordinated and monitored emergency response activity.



Lobby Host

The Villages®

May 2016 - Aug 2016 (4 months)

- Responsible for recording guest comments or complaints, referring customers to sales representatives, computing sales prices, total purchases, processing payments.



Front Desk Administrator

The Villages®

May 2015 - Aug 2015 (4 months)

- Created professional business presentations and presented reports to senior staff members.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.

Education



University of Central Florida

Web Development & Coding

Aug 2023 - Dec 2023

Simulate a professional work environment by teaming up with peers on real-world projects and build complex applications that will bolster professional portfolio.

Gain access to continuation courses that cover additional in-demand technologies, including Python, Java, C#, and Amazon Web Services.

Receive a Certificate of Completion from UCF Division of Continuing Education, demonstrating achievements.




University of Central Florida

Bachelor of Arts - BA, Criminal Justice and Corrections

2014 - 2018

Licenses & Certifications

 **Real Estate Sales Associate** - Florida Department of Business and Professional Regulation

Skills

Technology Integration • Hospitality Service • Marketing • Decision-Making • Horse Care • Property Management • Project Management • Teaching • Customer Follow-Up • Coding Experience