/kcrissey

Seeking an entry-level or junior programming position.

Extensive experience working in general office settings and back-office production and support settings. Interface well with others at all levels. Hardworking with excellent interpersonal communication, customer service and office support skills. Also bring varied experience and skills from office and graphics software, fine arts to solid programming knowledge and can quickly learn and master new software and systems.

/exp

National Bankruptcy Services
Reporting Analyst
Addison, TX
6/2010 - Present

- Developed reports in SQL and SSRS for use in internal and customer-facing HTML viewing.
- Created and implemented multiple Excel VBA applications to improve reporting speed and flexibility.
- Designed a team metrics Excel tracking tool for Log-In Team management to improve team and individual goal tracking.
- Prepared and generated Proofs of Claim for filing by attorneys.
- Managed logistics of paper claims between staff and attorneys as well as bar and metrics deadline tracking for file inventory.

LandSafe
Production Support Asst.
Plano, TX
12/2007 - 7/2009

- Processed property valuation reconciliation orders for review by appraisers.
- Managed group inbox for internal customer order placement and issue resolution requests and various customer service inquiries.
- Prepared order request batches for system entry, including pre-screening and error correction of orders.

AT&T Training
Instructional Designer
Irving, TX
10/2006 - 10/2007

- Developed internal training material from initial client meeting through implementation and server staging for web-based training.
- Designed training learning events and presentation material in Adobe Flash.
- Created training assessment questions and interface using Perception 4 Authoring Manager.
- Designed graphics, charts and supporting training material using Adobe Photoshop and Microsoft Office Suite software.

Self-Employed
Graphic Designer
Plano, TX
09/2005 - 04/2007

- Designed and printed marketing material for display, general and online distribution and/or bulk mailing, including: flyers, business cards, brochures, gift certificates, coupons, marketing magazine covers and logos, using primarily Photoshop and MS Publisher.
- Designed animations using Flash for both customer-contracted and internal marketing.

Ionex/Birch Telecom
Customer Operations Support Tech.
Addison, TX
11/2000 - 12/2004

- Managed Local Number Portability processes for customer "port-aways" as well as MACD disconnects, communicating with customers, CLECs and third-party systems managers as required.
- Created document and presentation material using MS Office Suite for executive management review.
- Assisted in the upgrading, provisioning and roll-out of pre-electronic sales order forms.
- Created internal HR posters and flyers using Adobe Photoshop and Illustrator.
- Maintained database of inter-company communications between SBC and ionex/Birch.

AT&T SW Region Local Services Organization
Assistant Manager
Dallas, TX
1995 - 2000

- Created and coordinated presentations and documentation needs using PowerPoint, Word and Excel.
- Provided real-time documentation update management for upper-management and inter-company negotiations and approval.
- Gathered and formatted local entry ordering and provisioning data and features penetration data for and upper-management review.
- Managed Test and Turn-up implementation for the UNE LEX SRT and subsequent results analysis.

AT&T Global Real Estate
Desktop Publisher
Bedminster, NJ
1990 - 1995

- Provided desktop publishing functions, using MS Word, MS PowerPoint, Lotus Ami Pro and more.
- Met with clients and vendors to establish layout and design changes as necessary. Estimated time to complete (from a data entry standpoint) allowing management to accurately bid jobs.
- Part of the GRE/Media Services technical task force assigned to upgrade computer software and equipment in area work centers. This included virus cleaning and protection measures.
- Assisted in the successful CCS 1994[PDF] Malcolm Baldrige application, creating reports, presentation graphics and project database management.
- Designed and prepared camera-ready for the building directory; drawings, computer graphics and layout.
- Wrote password security program in Assembler to protect the hard drives of work center PCs.

AT&T Bell Labs
UNIX Operator
Whippany, NJ
1987 - 1990

- Performed word processing, using UNIX vi, and SAMNA to develop and manage large contract documentation for international proposals.
- Performed various clerical and secretarial functions such as filing, mailings and phone coverage.

/edu

Collin County Community College, Plano, TX
The Art Institute of Dallas, Dallas, TX
The Chubb Institute, Parsippany, NJ
Stockton State College, Pomona, NJ
Sparta High School, Sparta, NJ

/lib

Operating Systems: Linux, Windows and (some) MAC experience.

Programming: VBA (primarily Excel), C++, C#, ASM, SQL, HTML/CSS, JavaScript, Python, bash.

Software/IDEs: MS Office Suite, LibreOffice, vim, Visual Studio, Eclipse, QT Creator, Brackets, Photoshop, Gimp and various graphics packages.