LaMana Donadelle

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SKILLS

Microsoft Word, Excel, Powerpoint, G-Suite, Dreamweaver, Photoshop, Fireworks, Visio, HTML, CSS, JavaScript. Information Architecture, User Experience Design, Low-fidelity Prototyping, process development with a keen focus on efficiency, strong interpersonal and organizational skills, planning and scheduling. Excellent written and verbal communication, customer service, and Internet research.

Online Learning Events Coordinator   April 2018 - April 2019
AICPA, Durham, NC

- Setup domestic and global web events across various delivery and learning platforms including CGMA Store, AICPA Store, Intellect, Daptiv, Medius, LMS, and ON24.
- Perform quality assurance/quality control for each event ensuring consistent and successful event setup.
- Evaluate current processes to identify potential improvements.
- Monitor and provide real-time technical support on domestic and global web events, as well as identify and train monitors in various time zones across the world.
- Administer event survey process including setup and collection of results.
- Provide ongoing member support and serve as the liaison for member-related inquiries and issues.

Office Manager   January 2017 - April 2018
DSR Moving Corporation, Raleigh, NC

- Maintain staff by recruiting, selecting, orienting, and training employees
- Provide support for coaching, counseling, and disciplining employees; planning, monitoring, and appraising job performance
- Maintain operations and procedures; prepare weekly payroll, quarterly and annual reports.
- Perform customer service tasks of following up with each customer on daily jobs and handling customer damages

Executive Coordinator   January 2016 - December 2016
TMJ Corporation, Durham, NC

- Coordinated scheduling and monitored the progress of projects including opening new locations, hiring and training staff, and ongoing business operations
- Developed process flow documents for various areas of the business to determine more efficient workflows
- Evaluated and revised job roles, descriptions and performance metrics
- Provided organizational and administrative support to owners of Park West Barber School, The Renaissance Barbershop and My Barbershop

Self-Employed Personal Chef and Educator   November 2004 - Present
Culinary Healing, Durham, NC

- Provide health-supportive personal chef services and classes to private clients
- Facilitate detox programs using Web site, social networking software, forums, blogs, and email

- Teach food preparation classes for individuals and group
- Responsible for all administrative aspects of the business including creation and distribution of marketing materials, creation, and maintenance of Web site, providing consultations for prospective clients, scheduling, maintaining relationships with existing clients, and managing client database

Sales and Marketing Associate   October 2013 - January 2016
Aetna / Coventry Health Care, Morrisville, NC

- Generated and distributed Contracts and Electronic Benefit Packets to new and existing insurance customers
- Developed Excel tool to help search for Insurance products
- Developed standardized naming conventions for Insurance products
- Developed Standard Operating Procedures for the Sales and Marketing team

Lead Information Architect
International Business Machines, New York, NY   January 2001 - January 2006

- Developed the corporate level navigation strategy and information hierarchy for IBM's Internet and intranet
- Worked with a multi-disciplinary team to develop the IBM corporate Web standards and coordinate its adoption and roll-out throughout the entire company
- Collaborated with internal stakeholders to outline and refine end-user requirements
- Worked with external vendors to translate requirement into functional user experiences
- Developed deliverables ranging from Web wireframes, prototypes, sitemaps, user testing and focus group results

Software Engineer   June 1999 - January 2001
International Business Machines, Poughkeepsie, NY

- Designed user interfaces, low-fidelity prototypes, and interaction flows for IBM's mainframe server operating system
- Researched end-user needs to understand the usefulness and usability of proposed designs
- Led the user-centered design initiative for the internal development team

EDUCATION
- Full Stack Web Development Certificate, December 2019, University of North Carolina, Morrisville, NC
- Master of Science, Industrial Engineering, May 1999, NC Agricultural and Technical State University, Greensboro, NC
- Bachelor of Arts, Psychology, December 1995, North Carolina Central University, Durham, NC
- 619-Hour Professional Chef Training Program, September 2006, Natural Gourmet Institute for Health and Culinary Arts, New York, NY