

# Lee Klusky

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## Work Experience

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### **Software training and support specialist**

BioTel Heart / Philips - Eagan, MN

July 2018 to Present

Did all training and most technical support for Millennia holder heart monitor software. I conducted demonstrations of the software for prospective customers, I assisted at times with the installation of the software, and once it was installed I trained any clinical staff in the software's use. After installation and training, I continued to support the users of the software with issues on its performance, and with ongoing training on new techniques.

### **Web-based Application Designer**

Braemar Manufacturing / Cardionet - Eagan, MN

December 2010 to July 2018

I worked with back-end engineers in Austria to collectively code and test three different releases of Fusion web-based remote cardio monitoring software. My contribution was to update the Javascript front end, and afterwards to run a complete verification of each release.

I was also the primary support contact for all Fusion users. I installed the software on customers' systems, and provided training and support throughout the life of the software on customer systems.

### **Front End Engineer**

Yahoo! Inc. - Mountain View, CA

April 2007 to July 2010

After the purchase of Rivals.com by Yahoo!, I continued to fill the role of project manager for a time, but then took the opportunity to transfer to the engineering team. I attended Yahoo's "Juku" program to be trained in front end web engineering--HTML, CSS and Javascript--and joined the front end team with Yahoo!Sports. I was primarily used in transferring Rivals.com's content pages into the Yahoo! system.

### **Project Manager**

Rivals.com - Brentwood, TN

April 2001 to June 2007

I trained site publishers on the proprietary CMS. I designed database systems to track subscription performance and translate that into publisher payouts. I also had project management duties, which included wireframes, proof-of-concept designs, feature strategizing and managing to deployment. These included our March Madness bracket game.

### **Project Manager**

Rivalnet.com / Rivals.com - Seattle, WA

August 1998 to April 2001

I had the responsibility to train our member publishers on the use of our CMS. I later became editor of our Big Ten football sites, and of our Major League Baseball sites for the fast-growing company. I strategized with publishers on the use of our content tools, and developed content for a hub site.

When Rivals.com began to experiment with paid content, I was brought on to that group to assist with managing the data on sales and traffic.

### **Managing Editor**

McCann Communications - Eugene, OR

August 1997 to August 1998

I was responsible for the production of various printed football and men's and women's basketball game programs for three Division I universities. I managed the firm's side business of producing pre-printed content for in-flight magazines. I managed a staff of designers and worked with content providers to produce each of these products.

### **Assistant Sports Information Director**

Santa Clara University - Santa Clara, CA

August 1991 to August 1997

I was responsible for all media operations for several of Santa Clara's Division I sports, including the school's nationally-ranked Men's and Women's Soccer teams. I handled media requests, credentialing, in-game and post-game media needs, and in-game official statistics staffing. I sought out coverage for these teams via interactions with local media members.

I succeeded in getting All-America designation for multiple student-athletes, and organization and managed all media operations for the 1996 NCAA Women's Soccer Finals, hosted at Santa Clara.

### **Publications Director**

Santa Clara University Department of Athletics - Santa Clara, CA

August 1991 to August 1997

I designed and edited annual media guides for a variety of Santa Clara's athletics programs. I also designed and edited game programs for each sport. I maintained our workflow with the professional printer, delivering digital files and photography for use in the printed material.

During my time in this position, I earned several CoSIDA Publication Awards at both the regional and national level.

## Education

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### **Bachelor of Arts (incomplete) in Political Science**

University of California-Berkeley - Berkeley, CA

August 1986 to May 1991

## Skills

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- Software Testing
- JavaScript

- CSS
- HTML5
- Front-End Development
- Customer support (10+ years)

## Assessments

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### **Customer focus & orientation — Proficient**

November 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Spreadsheets with Microsoft Excel — Expert**

November 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Expert](#)

### **Analyzing data — Expert**

November 2022

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Expert](#)

### **Attention to detail — Proficient**

November 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Basic computer skills — Highly Proficient**

November 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

### **Protecting patient privacy — Expert**

November 2022

Understanding privacy rules and regulations associated with patient records

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.