OFFICE MANAGER/PROPOSAL & CONTRACT ADMINISTRATOR

Key Career Accomplishments

Â· Â Demonstrated desire to excel in every position held. Â Â· Â Versatile skill set including proposal and contract administration, computer programming, project management, server management, networking, web design, social media, graphic design, marketing and corporate identity, accounting, human resources, and office management. Â Â· Â â€œOutstandingâ€ debrief remarks on 100% of proposals written. Â Â· Â $4M contract award that resulted from a successfully written GAO protest. Â Â· Â Awarded over $10M in contracts resulting from successful proposal submissions on which I was the proposal team lead. Â Â· Â Sole programmer on a software product that was awarded an A.M. Best Award for â€œBest Web-Based Claims Management System" in the country. Â Â· Â New Orleans Gambit Magazine "40 Under 40" recipient. Â Â· Â Invited by the Louisiana Technology Council to conduct seminars on search engine optimization and marketing with 95% of attendees rating the sessions as "Outstanding." Â Â· Â Ability to cultivate key customer relationships through the life-cycle of projects, from initial sales, to project management, and delivery. Â

Work Experience

Hp Inc Albany , NY Office Manager/Proposal & Contract Administrator 12/2011 to Current

Project Management and New Business responsibilities include: Â

- Proposal team lead, including solicitation review, creating proposal action plans, assigning tasks to team members, coordinating red team reviews, and final submittal.
- Researching and writing GAO protests. Â
- Project management, including reporting man hours on projects, resource/task distribution, and budgeting.
- Contract administration, including invoicing, progress reporting, and CDRL submittals.
- Writing and submitting patent and trademark applications. Â

Human Resources responsibilities include: Â

- Writing and posting job openings to websites. Â
- Interviewing potential candidates, and on-boarding new employees.
- Performing employee evaluations.
- Conducting exit interviews. Â
- Acting as a liaison between employees and the president of the company. Â Â
- Benefits management. Â
- Completing and submitting immigration applications for foreign employees.

Accounting responsibilities include: Â

- Accounts payable and receivable. Â
- Payroll, including taxes and quarterly reporting (941, 940, FUTA). Â
- End of the year reporting. Â

IT responsibilities include: Â

- Server maintenance, networking, back ups, and security, including adherence to ITAR regulations.Â
- Email set up and maintenance.
- New program installation.
- Set up and maintenance of SQL Server databases.
- Website design and development of four new company websites. Â
- Graphic design, including design of business cards, brochures, conference displays, promotional materials, and email marketing campaigns.

Crain Communications Cuyahoga Falls , OH Software Developer 08/2005 to 09/2011

- Sole developer on the first release of ClickClaims, an award-winning, web-based claims management system that enabled insurance carriers and adjusters to manage high-volume catastrophe claims. Â TheÂ system was programmed in classic ASP with a SQL Server back-end, and was later converted to ASP.NET.
- Responsible for server maintenance and security including IIS.
- Created entire SQL Server backend for web-based software including tables, complex views, stored procedures and triggers, including continuous testing and indexing for more efficient querying.
- Worked with an Agile, Scrum methodology to ensure delivery of high quality work with every iteration.
- Project management, including meeting with clients to determine how to best convert their paper-based business processes into web-based systems.
- Scoped, budgeted and wrote requirements for projects, and ensured completion on time and within budget.
- Graphic design of marketing materials such as business cards, brochures, and conference displays.
- Acted as company representative at all trade shows and conventions throughout the country.
- Developed web-based, interactive training materials to assist users with utilizing our software products.
- Programmed software that bridged financial data out of our claims management system into QuickBooks.
- Search engine marketing and optimization for company portal site that resulted in site being listed on page 1 of Google for many popular

insurance terms.

- Creation and management of pay-per-click and email campaigns for company portal site and also for the division of the company that sold Sprint broadband wireless cards.

The Worley Companies City , STATE Marketing Specialist 01/2003 to 08/2005

- Designed web sites and print work for all divisions of the company to include Worley Catastrophe Response, Dunleith Plantation, Bowie Outfitters, and Bowie's Tavern.
- Designed store catalogs, ads, and billboards for Bowie Outfitters' retail stores.
- Created e-mail and direct marketing campaigns to increase store sales.
- Managed co-op account reimbursements from store vendors.
- Worked with store department heads to determine effective marketing strategies for each specialty area of the store.

Intermedia Designs City , STATE Freelance Web Design, Development & Marketing 01/2001 to 01/2003

- Designed and developed websites, including dynamic websites with SQL Server back ends.
- Worked with clients to develop complete corporate identities such as logo design, business cards, and brochures.
- Marketed websites via search engines, e-mail, and pay per click advertising campaigns.

AIR2LAN/Orange Twine City , STATE Web Designer and Programmer 01/2000 to 01/2001

- Initially hired as a web designer and was quickly promoted to software developer after self-teaching myself computer programming and database development and administration.
- Programmed a web-based system with a database back-end that allowed users to update their own websites.
- Consistently ranked as the most revenue-producing programmer on staff.

Educational Background
Associate of Applied Science : Multimedia, Honors Graduate 1998 The Art Institute of Houston , City , State
Software/Skills
MS Word, Excel, Outlook, PowerPoint, Project, Vizio; Â SIP (GSA program); Â Intuit QuickBooks; Google Analytics; Search engine optimization; E-Mail and social media marketing;Â Adobe PhotoShop; Adobe Acrobat Pro, ASP.NET (C#); SQL Server; Â HTML, JavaScript, CSS