Shari E. Reyes

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Summary of Skills:

- **Administrative Experience:** Medical Office Front Desk, Operations Admin, Facilities Admin, Human Resources Assistant, Technical Support Admin, General Office Assistant, Reservationists.
- **Support:** Report building, documentation, communication and quality assurance.
- **Software:** Harborflex.com, Jive Basecamp CMS, Salesforce.com, Microsoft Outlook, Excel, Word, Access, PowerPoint, and QuickBooks.
- **Database and Web:** Macromedia DreamWeaver, Contribute, Flash, Director (Lingo Programming), Adobe Premiere, Aldus Persuasion, Quicktime, Gryphon Morph, SoundEdit Pro, SoundForge, LightWave 3D, HTML and basic SQL, Java and Perl.
- **Graphic Design:** Notebook++, Arcsoft Showbiz 5, Adobe CS4 Photoshop, Adobe Illustrator, Adobe InDesign and QuarkXpress.

Relevant Professional Experience:

Sephora (San Jose, CA) ▪ 11/12-Present
Overnight Recovery/Merchandiser
- Create/build window and in-store displays.
- Restock all makeup and scents including up-stocking and back-stocking.
- All cleaning and organizing of shelves, end-caps and warehoused merchandise.

BISpecialists Dr. Patel & Gyn Dr. Olender (Los Gatos, CA) ▪ 04/13-07/13
Front Office to both doctors
- Scheduling, check-in/check-out, patient files/forms for 28-36 appointments a day.
- All admin duties including but not limited to phones, faxes, customer service.

WestValley Pro - Extreme Networks (Santa Clara, CA) ▪ 11/12-04/13
Real Estate and Facilities Admin to both the Real Estate and Facilities Managers
- Create all real estate spreadsheets and presentations, including all headcount and location information.
- Coordinate and implement all Harbor Flex and Intranet updates.

Richmar Associates - Federal Realty Investment Trust (San Jose, CA) ▪ 02/12-7/12
Operations Admin to the Assistant GM & the Senior Property Manager
- Technical: Created extensive Excel Spreadsheets for 80 San Jose Police Officers monthly schedules, timesheet submissions and missing submissions. Re-created the San Jose Secondary Employment Timesheet for ease of use by the 80 officers. Created all tracking spreadsheets: Valet Numbers, Parking Violators, Employee Counts, and cleaned up all existing personal and tenant spreadsheets. Weekly Property Walks for all facilities, janitorial and landscaping related work orders. Maintain the Building Engineers Work Order database. Updated and revamped the entire Santana Row Merchants handbook.
- General administrative duties: Maintained both the AGM's and SPM's calendars, expense reports, filing, weekly meeting punchlists, AR Collections, invoice submissions and coding, check requests, Accruals, created short form and service contracts, elevator management, all notifications: including employee violation, open/close of all merchants, fire panel trouble, and all vendor maintenance forms.

OfficeTeam - BCL Technologies (Santa Clara, CA) ▪ 11/10-07/11
Sales Admin to the Sales team of about 6-7 people
- Technical: Maintain extensive SalesForce.com customer database and customer renewal spreadsheet in Excel.
- General administrative duties: Create and send all support and maintenance renewals, collections via email notification of past due renewals, data research of the SEC Site to insure our customer's filings were accurate and complete.

LodgeNet Interactive Corp. (San Jose, CA) ▪ 08/02-12/08
TSE Admin to the TSE Manager and Team of 5 people – *2 Years*
- Technical: Assisted in troubleshooting and installing Tier 1 software patches and upgrades. Transferred Tier 2 files to correct system configurations at remote sites. Managed the CCR process through graphic and text file uploading, for

screen display changes, on all of the digital and tape based systems. Tier 3 phone escalations, scheduling meetings via a webcam interface, word processing, shipping, mailing and filing. Including all quality assurance aspects of the entire rack system for all proper content.

➢ General administrative duties: Maintained an extensive customer database for both in-house and field use. Documented operational, technical and software procedures for Field Service Personnel. Monitored and reported on the operational status of fielded systems using SQL to query the main support database and distributed the results to TSE staff for preventative maintenance purposes. Produced analytic reports, trending service requests and system failures reports using extensive Excel Spreadsheets. Ascertained the problem, relayed the information using communication methods such as database entry, an IM chat client, email or verbal communication, extracted the solution from the proper resource, and communicated the solution via verbal method and created written procedural instructions. Support included both the mechanical components and computer equipment within the On Command and LodgeNet racks.

Digital Platform Administrator and Admin to the Assistant Director of Operations – *4 Years*

➢ Technical: Wrote basic SQL code for actual deployment of everything on the racks: including all graphics, trailers, description and pricing changes. Screened all adult and studio digital media for satellite deployment. Created the graphics using Adobe Photoshop and manually created the HTML code. Maintained the internal department web site through planning and designing content development and programming.

➢ General administrative duties: Performed all administrative duties for the Director and Assistant Director of Operations, produced analytic reports, trending sales requests and system failures reports using extensive Excel Spreadsheets.

Education

➢ **Associate of Arts Degree in Graphic Design** (projected completion 2013) - Mission College (Santa Clara, CA)
   o Coursework includes: Adobe Illustrator, Advanced Adobe InDesign
➢ **A.S. Degree in Multimedia Communications and Presentations** - Master's Institute
   o Certificate of Completion for HTML Programming - Master's Institute
➢ Certificate of Completion for Perl Programming - Santa Clara Adult Education Center