

Nancy Bencosme

Spanish Translator Contractor at FEMA

nancybencosme@gmail.com

Summary

I am seeking opportunities in: -Web Development -Web Design -Software Engineering

Experience

Spanish Translator Contractor at FEMA

September 2015 - Present (2 months)

Geospatial intelligence at Air National Guard

December 2014 - Present (11 months)

Sales Supervisor at Lenscrafters

July 2014 - Present (1 year 4 months)

Strives to achieve “Far Exceeds Expectations” on all targets set. Accurately operates the Point of Sales system when required, collecting proper payment following company security procedures and retaining proper change for a variety of transactions, such as credit cards, discounts, insurance and coupons.

Web Solutions Analyst Contractor at Finalsight

November 2014 - December 2014 (2 months)

Act as a first responder to enterprise-level client support requests via various channels (ticketing system, phone, and social media) Troubleshoot and resolve issues related to use of our proprietary Content Management System, Learning Management System, and other web-based products for the educational industry Strengthen the Finalsight brand by exhibiting excellence in knowledge and customer service

Marketing Coordinator/ Web Master at All Star Software Systems

May 2013 - June 2014 (1 year 2 months)

eCommerce All Star Scanner Systems Manage the eCommerce division as it relates to facilitating sales of eCommerce products Provide post sales follow up materials and communication for every eCommerce customer Work with our web developer as required to improve the website functionality Develop and deliver the scanners quarterly newsletter All Star Software Systems Publish quarterly “The Accelerator” our newsletter. Provide changes as required to All Star Software Systems website per direction of partners Coordinate marketing meetings with current third party web developer as required to facilitate marketing / website related improvements regarding websites, SEO, newsletters, surveys, etc.

Instructional Technologist Assistant at University of Hartford

September 2012 - May 2013 (9 months)

Provide consulting, support, and training for faculty and staff in educational technology and instructional design. Provide front-end administration for Blackboard, as well as support via phone, e-mail and one-on-one consulting. Additionally, I had limited stewardship and primary system administration for the Blackboard LMS, as well as functioning as the campus' instructional technology center.

IT Technician Consultant at UrbanDaddy

July 2012 - August 2012 (2 months)

Help Desk Support, providing front of the line technical support for users Communicate with users face-to-face to resolve issues Software skills include MS Office, Windows XP and Windows 7, MS Access, and Active Directory, Eclipse, Adobe Dreamweaver Programming skills include Java, C+, Python, HTML, PHP, CSS, JavaScript, SQL, Visual Basic Networking and hardware skills also included

IT Support Analyst Intern at NYC Department of Parks & Recreation

May 2012 - July 2012 (3 months)

Help Desk Support, providing front of the line technical support for users Substitute for senior in-house technicians that cater to over 200 users including the commissioner himself Field technician visiting various sites in all five boroughs, communicating with users face-to-face to resolve issues. Software skills include MS Office, Windows XP and Windows 7, MS Access, and Active Directory, Eclipse, Adobe Dreamweaver Programming skills include Java, C+, Python, HTML, PHP, CSS, JavaScript, SQL, Visual Basic Networking and hardware skills also included

Catering Server at Sodexo

September 2011 - May 2012 (9 months)

Uphold professional catering services for guest at the university.

Education

University of Hartford

Bachelor of Arts (B.A.), Multimedia Web Design & Development (Concentration in Multimedia Platforms), 2012 - 2015

Activities and Societies: Center for Faculty Development

Niagara University

Bachelor of Science (BS), Computer Science, 2011 - 2012

Grade: 3.42

Activities and Societies: Campus Programming Board

High School for Environmental Studies

High School Diploma, Advanced Regents, 2007 - 2011

Activities and Societies: Madrigals, Beginner & Advanced Chorus, Beginner & Advanced Musical Theatre

Languages

English

(Native or bilingual proficiency)

Spanish	(Native or bilingual proficiency)
French	(Elementary proficiency)
Sign Languages	(Elementary proficiency)

Organizations

Girls for Technology

Robotics Coach, Curriculum Subject Matter Expert

September 2015 to Present

Volunteer Experience

Robotics Coach at FIRST Robotics

February 2015 - Present (9 months)

Curriculum Subject Matter Expert, Robotics Instructor at Girls For Technology, Inc.

September 2015 - Present (2 months)

Skills & Expertise

OS X

Microsoft Office

PowerPoint

Windows

Facebook

Troubleshooting

User Experience

Access

Web Development

Dreamweaver

Customer Service

Microsoft Word

Microsoft Excel

Web Design

Active Directory

CSS

Public Speaking

JavaScript

Programming

SEO

Captivate

Servers

PHP

HTML 5

jQuery

MySQL
Editing
E-commerce
HTML
Java
OOP

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5 people have recommended Nancy

"Chris Albert 11/14/2014 860-944-0631 Albertchp1@gmail.com To whom it may concern, I had the pleasure of working alongside Ms. Bencosme at All Star Software Systems. She joined our team in September 2013, and was one of the most dedicated individuals in the Marketing department. One of Nancy's most impressive aspects was her ability to learn new concepts and applications quickly. She not only excelled at Marketing – Nancy also acted as All Star's only webmaster, maintaining online interactions with new and existing customers. These skills were crucial for All Star's day to day operations, as well as maintaining the business's reputation. Her help was immensely important to us all. Being a dedicated, friendly, and honest individual, Nancy would unquestioningly be an important asset to any team. Her work has certainly spoken for itself, and I would recommend her without hesitation. Sincerely, Chris Albert "

— **Christopher Albert**, *Solution Architect, All Star Software Systems*, worked directly with Nancy at All Star Software Systems

"Nancy was a lifesaver that arrived just in the nick of time. She joined our IT department during a period of crisis and hit the ground running from literally her first minute on the job. She learned quickly, tackled any task with gusto, kept our help desk afloat while we underwent a company-wide infrastructure migration with a skeleton crew, and did it all with a smile. I would hire Nancy again in a heartbeat."

— **Jerry Wang**, was Nancy's client

"Nancy has helped the team tremendously and has an overall great attitude towards helping others in need. She is always focused on solving a problem, and prepared to do whatever is necessary to reach a solution. It is an honour to recommend Nancy to anyone who wants great results with a smile."

— **JR Lanteri**, managed Nancy at UrbanDaddy

"I worked with Nancy at NYC Parks where she was a Tech Support Analyst for the IT Department. From working with her she demonstrated to be not only to be ambitious but hard working and eager to learn. She doesn't have a problem rolling up her sleeves and doing whatever it takes to achieve results and with her work ethic and professional manner I would certainly recommend Nancy for any if not all job titles she is seeking."

— **Christopher Acebo**, worked directly with Nancy at NYC Department of Parks & Recreation

"I was given the pleasure of working with Nancy in our dining hall doing catering services all over our campus. On her first day, I trained her and she picked all of the tasks up quickly and kept up with the pace of my fellow co-workers who had been there for over a year."

— **Katie Hamilton**, worked directly with Nancy at Sodexo

[Contact Nancy on LinkedIn](#)