

Susan Lutz
New Orleans, LA
suelutz@gmail.com

OBJECTIVE

My objective is to find a part time web design or related position in New Orleans or remote.

ACCOMPLISHMENTS

- Have completed approximately one-third of the online Web Design Certificate program with ed2go, with an "A" average, so far.
- Helped Bastion Community of Resilience exceed their \$10,000 fundraising goal for the 2024 Crescent City Classic 10K charity race by conducting cold calls and engaging in email marketing.
- Produces, edits, writes for, formats the monthly print newsletter for Bastion Community of Resilience, "The Bugle," which is a collaborative work. Has published at least 70 editions.
- In addition to the monthly print newsletter, generates a weekly email newsletter for Bastion residents.
- Serves on the Bastion Community of Resilience Resident Council, acting as Secretary. Manages agendas, takes minutes, and facilitates meetings.
- Maintains spreadsheet of over 210 prospective grants for Bastion.
- Earned a Certificate in Google Digital Marketing and E-Commerce in July of 2024.
- Was named "Veteran of the Month" while working for the VA Hospital.

VOLUNTEERING

Starting from August 2017 to present, I have been actively involved in various activities at Bastion Community of Resilience. Apart from creating the monthly print newsletter and being Secretary of the Resident Council, I also distribute meals to house-bound residents, serve food at events, help residents with college admissions, assist an elderly couple with grocery shopping, and provide technology and gardening assistance to my neighbors.

WORK EXPERIENCE

Development Assistant, Bastion Community of Resilience, 01/30/24-Present

This is a part-time, contract position. It involves cold calls, emailing veteran-owned businesses, writing donor thank you notes, grant research, publishing blog articles to website, sending weekly email newsletter to residents using Mailchimp, tabling and logistics for events. Helped organization to exceed the fundraising goal of \$10,000 for the 2024 Crescent City Classic.

Inventory Specialist, New Orleans VA Hospital, 01/2023-01/2024

This position is considered "Transitional employment," not to exceed a year. Tracked equipment with bar code scanner, ensured new assets were properly tagged with bar code labels, processed "turn-ins" for obsolete or broken equipment.

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Canvasser, Grassroots Campaigns, 03/2018-05/2018

Approached passers-by to educate people about the American Civil Liberties Union and Planned Parenthood, in order to raise money. Consistently met quotas.

Administrative Assistant, Enhanced Destiny Services, Inc., 05/2017-08/2017

Followed up with employees to ensure that deadlines were met. Answered phones, greeted clients, and acted as personal assistant to the CEO. Helped to ensure compliance with the Americans with Disabilities Act and building code for a new site acquisition.

Independent Contractor, Data Entry, Rathbone Mansions, 03/2017-04/2017

Entered data into hotel management system as part of a 2-week conversion project.

Data Support Specialist, Northwest Hardwoods, Inc., 09/2013-12/2014

Entered and maintained data into 3 databases with a high degree of accuracy. Edited standard operating procedures as needed. Entered and submitted International Trade Notifications (ITN's) to Customs for exporting of wood products. Communicated with others to ensure proper documentation was provided in compliance with state and international regulations. Was promoted to Report Writer in Sept. 2014.

EDUCATION

Currently enrolled in an online program sponsored by LSUE, ed2go's Web Design Professional certificate program. I expect to complete this by October of 2025.

I achieved a certificate in Google Digital Marketing and E-Commerce on 07/30/24. This seven-course certificate gave me the tools to be an entry-level digital marketer and/or related fields. The curriculum covered topics such as the marketing funnel, social media marketing, email marketing, search engine optimization (SEO), analytics, and e-commerce.

In 1999 I attended the University of Central Florida in the Computer Science program.

MILITARY

Enlisted in USAF from 02/1994 to 02/1998, as an Avionics Guidance and Control Technician. Worked on MC-130H aircraft. Maintained and troubleshoot aircraft systems such as gauges, flight computer, inertial navigation system, and sensors. Learned to troubleshoot electronic equipment. Secret security clearance.

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SKILLS

Adobe Photoshop, Adobe Animate, MailChimp, Canva, Microsoft Office, Google Workspace, Written Content Creation, Print & Email Newsletters, Print Flyers, Email Marketing. Punctual, reliable, learns quickly.

HOBBIES & INTERESTS

I engage in physical exercise daily, I enjoy learning new things, and I am an avid admirer of lizards.