

HIGHLIGHTS OF QUALIFICATIONS

- Close to 20 years experience in computer systems management in a university setting, including extensive technical and customer/user support and a broad range of experience coordinating and managing projects
- Highly skilled in Microsoft suite, Mac OS, and other operating systems and software applications
- Extensive communications background and experience, both oral and written; highly skilled in information evaluation and synthesis; experienced facilitator and excellent training and presentation skills, to a varied audience
- Highly organized and detail-oriented; outstanding analytical and problem-solving skills
- Flexible, with demonstrated ability to handle multiple tasks under high pressure and rapidly changing priorities
- Dedicated and reliable; service and team oriented and interfaces well with others at all levels

PROFESSIONAL EXPERIENCE

University of Virginia, School of Medicine, Charlottesville, VA

2/92–present

Department of Public Health Sciences

6/99–present

COMPUTER SYSTEMS ADMINISTRATOR (*Information Technologist Specialist II*)

Responsible for management of Windows domain and file server, user accounts, and security; maintaining and overseeing network communications and hardware and software needs for multiple department divisions and 50+ computer systems, as well as providing user support; and serving as the liaison to ITC and Health System Computing Services. Primary responsibility for information systems administration, including needs analysis, procurement, configuration, optimization, training, and troubleshooting. Assess and meet technical and informational needs of internal and external customers. Participate in planning, assessing processes and procedures, and analyzing critical systems; develop reports and documentation and recommend and implement solutions in support of department objectives, particularly related to risk management plans. Webmaster and Cold Fusion developer; served as Web and Database server and security administrator for Health Heritage family health history project. Database design, implementation, and administration (MS SQL Server/MS Access.)

Graduate Programs Office

2/92-6/99

INFORMATION SYSTEMS COORDINATOR

Responsible for overall production of printed and electronic publications for various School of Medicine graduate training programs. Primary responsibility for management of computer systems, networking and software. Troubleshoot; design and manage physical and logical structure of electronic data files and access methods; train office staff in the use of computer operating systems, network usage, and software applications. Responsible for design, creation and maintenance of a variety of informational databases. Design and format Web documents, create graphic illustrations for use in Web documents, and establish and maintain websites.

PROFESSIONAL EXPERIENCE *(continued)***COMPUTER INSTRUCTOR/SOFTWARE TRAINER***1998-present*

Microsoft Office Suite (Word; Excel; Powerpoint; Access; Outlook); Adobe (Photoshop, Dreamweaver, Fireworks); Web Design; Database Design

Albemarle County Schools, Contract Instructor

2005-present

Piedmont Virginia Community College

2003-present

Adjunct Faculty; Contract Instructor, Center for Workforce Training

Contract classes included employee training for City of Charlottesville and Fluvanna County, Va.

UVa Human Resources, Contract Instructor

1998-present

Division of Training, ITC

Office Technology Conference, Presenter (2005, 2007)

FREELANCE COMPUTER CONSULTANT*1991-present*

Database design, production, and training; website design, implementation, and management; and computer training for a variety of freelance projects. Various graphic design projects in the Charlottesville area, including writing, design, and production of an international newsletter and marketing materials; photography, logo design, editing and desktop publishing. Clients have included the City of Charlottesville Hospital Education Program; UVa Office of Vice-Provost for Research; UVa School of Medicine Dean's Office; UVa Department of Economics; Little Keswick Foundation for Special Education; and International Council for Control of Iodine Deficiency Disorders.

Central Virginia Newspapers, Inc., Orange, VA

6/84-10/85; 3/88-2/91

MANAGING EDITOR, *ORANGE COUNTY REVIEW*, Orange, VA

12/88-2/91

Management of office personnel and procedures. Training and daily supervision of news staff. Continued performance of basic news and reporting responsibilities; writing editorials, news and feature stories. Designing and producing promotional tabloids. Proofreading and copy editing all completed assignments and projects. System operator for eight-station PC-based network (LAN).

NEWS REPORTER, *ORANGE COUNTY REVIEW*, Orange, VA

3/88-12/88

Regular coverage of local government, including criminal and civil court proceedings, and community events. General assignment reporting and writing on wide variety of subjects. Photography, page design, and layout. Maintenance and instruction of desktop publishing.

MANAGING EDITOR, *GREENE COUNTY RECORD*, Stanardsville, VA

6/84-10/85

Staff management. Weekly content planning, page design, and layout. General news and feature writing; copy editing; special tabloid design and copy management.

EDUCATION/TRAINING

WASHINGTON & LEE UNIVERSITY, Lexington, Virginia

Bachelor of Arts: English, Journalism, 1984

PROFESSIONAL TRAINING:

Microsoft SQL Server 7 Database Administration
Implementing a Database in Microsoft SQL Server 7.0
Introduction to ColdFusion for Programmers
Advanced ColdFusion
Windows Vista Basics
UVa Web Designer Certification, 2004

SANS 505: Securing Windows
Windows 7 & Server 2008
Mac OS X Support Essentials;
Mac OS X Server Essentials
UVa Certified Technical Trainer, 2005