

## Work Experience

### **Administrative Secretary I / III**

July 2006 -Present

*Butte-Glenn Community College*

- × Support Career & Technical Programs Faculty and staff
- × Assist students and visitors in person and on the phone
- × Design and maintain department websites
- × Utilize Datatel to run student transcripts, budget reports, rosters and other reports as needed
- × Register students for nursing, respiratory care, paramedic and other courses
- × Maintained current agriculture budget; prepared budget transfers, expenditures and encumbrances
- × Maintained current waiting and class list databases for the nursing, respiratory care and paramedic programs
- × Coordinated student program application process

### **Graphic Design Manager / Administrative Assistant**

May 2003-June 2006

*ArdéoTech Business Solutions*

- × Managed a team of three graphic designers
- × Designed marketing materials for print, promotional items and the web
- × Assisted with technical support and customer training
- × Developed and designed websites using Dreamweaver, Fireworks, Photoshop and Flash
- × Managed multiple, concurrent projects in different stages
- × Installed, configured and customized pre-packaged web applications
- × Maintained a close relationship with clients throughout the design and development phases of their project
- × Utilized QuickBooks to track Accounts Payable and Accounts Receivable
- × Prepared monthly financial statements and reports
- × Oversaw project schedules and budgets

### **Graphic Designer I**

Sept 2002-May 2003

*WebEagle Design*

- × Designed all print and promotional materials for sales team
- × Assisted in the layout and design of both online and desktop Registrar event registration software packages
- × Developed company corporate identity
- × Designed and managed company website
- × Made all travel arrangements for sales and administrative staff
- × Maintained client relationships and provided technical support via phone, fax and e-mail

### **Management Intern**

May 2001-Sept 2002

*Wal-Mart*

- × Provided training and direction to department managers
- × Delegated store responsibilities to all personnel
- × Oversaw department spending and inventory management

### **Clerical Assistant**

August 2000-May 2001

*California State University, Chico ~ Child Development Department*

- × Created and updated departmental and staff websites
- × Performed general office duties including: filing, copying, faxing, etc.
- × Assisted with customer relations while assigning student appointment times
- × Reviewed and maintained student assistant time sheets

## Education

California State University, Chico

**Bachelor of Science** in Business Administration

Options: **Management Information Systems, Production Operations Management**

*Earned 100% of living and educational expenses*

Chico, CA

May 2004

**Certifications**

**Microsoft Certified Application Specialist**

- × Microsoft Office Word 2007
- × Microsoft Office Excel 2007

**Brainbench**

**Job Roles**

- × Computer End-User Support Specialist
- × Customer Service Representative
- × Knowledge Worker

**Master Certifications**

- × Computer Fundamentals (Win XP)
- × MS Internet Explorer 6.0
- × MS PowerPoint 2003
- × Customer Assistance
- × English Listening Comprehension
- × Information Technology Terminology
- × MS Internet Explorer 6.0
- × Telephone Etiquette
- × Written English
- × Business Communication

**Certifications**

- × Technical Help Desk
- × Computer Technical Support
- × MS Excel 2003
- × MS Word 2003
- × Business Writing
- × HTML 4.0
- × Listening Skills
- × Office Procedures
- × Programmer / Analyst Aptitude
- × Web Design Concepts

**Computer Knowledge**

- O/S:** MS Dos • Windows 3.1 • Windows 95/98/ME/XP/Vista • Mac O/S
- Software:** Microsoft Office: Word, Excel, PowerPoint, Publisher, Access, Outlook • Datatel • FileMaker Pro  
QuickBooks • FrontPage • Word Perfect • Acrobat Pro • Photoshop • PageMaker • ImageStyler  
Dreamweaver • Fireworks • Flash • Dymo Labelwriter
- Languages:** SQL • HTML • C# • ASP.NET • Visual Basic • JAVA • Active Server Pages (ASP) • JavaScript
- Skills:** 10-Key, Typing: 58 WPM

**Projects**

**Butte College Website Updates**

- × Basic updates to the Respiratory Therapy and Nursing websites
- × Designed new look for the Nursing website
- × Data migration to the new Butte College website

**DKC Consulting / ArdéoTech Business Solutions**

- × www.chicoboxandpostal.com
- × Home & Garden Designer @ www.dkiconsulting.com/hgd
- × www.xbtechreview.com – Utilizing the DotNetNuke content management system
- × www.devinandkasey.com – Utilizing the Joomla content management system
- × www.norcalromance.com

**Activities**

**SkillsUSA-VICA**

Regional Competition Volunteer / Contest Judge 1999-Present

**Phi Chi Theta Professional Business Fraternity**

Offices Held: Vice President, Fundraising Chair, Career Fair Director, Alumni Director,  
Vice President of Pledge Education, Information Officer, Pledge Class President 2000-2003

**E-Commerce Society ~ Secretary**

*Fall 2000-Spring 2002*

**American Marketing Association ~ Technology Team**

*Fall 2000-Spring 2001*

**Butte College SIFE**

World Cup Champions ~ Technical Consultant Spring 2001  
International Champions ~ Presenter Spring 2000  
Technical Coordinator 1999-2000