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EDUCATION

- Texas A & M University-2 yrs. Aerospace Engineering major
- University of Alaska-Anchorage B.B.A. Management Information Systems, Accounting minor

EMPLOYMENT HISTORY

June 1997- Coast Crane Company
current Anchorage, AK
Office Manager, Administration, and IT Systems Support
Supervisor-Terry Howard

July 1996- Multiple Listing Service, Inc.
Dec. 1996 Anchorage, AK
Information systems technician
Supervisor-Michael Vincent

Sept. 1992- Results Radio/KOOL 97.3
July 1996 Anchorage, AK
Music Director/Radio Personality
Supervisor-Don Nordin

August 1985- Heritage Real Estate Corp.
Dec. 1992 Anchorage, AK
Administration
(part-time & full time)
Supervisor-Diane McCormick

CERTIFICATION

- Microsoft Certified Windows Professional
- Microsoft Office 2000 User Expert-Word, Excel, Access, PowerPoint
- Typist - 75 wpm
- Grove Operator Safety and Operation Training for Aerial Work Platforms
- Industrial Truck operator certification for ITA classification 4, 5, and 7
- Cisco Certified Network Associate (CCNA) to be taken summer of 2005
- A+ Certification to be taken summer of 2005

REFERENCES

Upon request

EXPERIENCE

Coast Crane

- Responsible for IT systems support for Alaska, Washington, Oregon and Canada branches
- Analysis, planning and implementation of special IT projects
- Responsible for all service related issues including accounts receivables, manufacturer's training and warranties
- Responsible for all rental related administration
- Responsible for all sales related administration
- All parts ordering and account payables
- Payroll
- Maintaining OSHA standards in the office and shop
- Troubleshooting and maintaining PC's within the branch on a Windows NT network
- Knowledge of UNIX
- General office backup duties

Multiple Listing Service, Inc.

- General customer service and PC/Macintosh help desk service, trouble shooting and answering any questions from members regarding system setup, hardware and use of programs including Compass and Frontier
- Daily input of listings for all statewide real estate members
- Daily usage of Internet, FTP, data compression/decompression utilities
- LAN, WAN, and Windows NT networking
- Beta testing new software
- Knowledge and usage of MS DOS
- General office backup duties

Results Radio

- Music Director for three years responsible for daily music logs using Selector on a PC
- Night-time air personality with a nightly request show
- Working with carts, CD's and multi track analog production
- Experienced with AudioVault and Sadie production systems, AVair and COREUI
- Creation of station promos, station identifiers, commercials, etc.
- Personal appearances and live broadcasts
- Fill-in for mid-day and afternoon shifts
- Creation and implementation of a fax network to over 300 businesses monthly
- On-call for KOOL 97.3 and ARROW 102.1 for computer system and Windows for Workgroups network problems

Heritage Real Estate

- Receptionist on SL1 and Mytel systems with 200 incoming lines
- Processing all files including listings, sales, closings and agent receivables
- Daily input of changes and listings into Multiple Listing Service's on line system
- Print and advertising layout including newspaper ads, brochures, flyers and other promotional materials
- In-house Macintosh Ethernet network with a specialized database and accounting package (4th Dimension)
- Proficient in Microsoft Word, Works, Excel, Filemaker Pro, and Personal Press, Use of CompuServe and the Internet. Able to create small databases and complex spreadsheets (including production reporting)
- Responsible for computer systems, operations, staff training and system trouble shooting.