

PROFILE

Results-oriented information studies graduate with classroom and business experience in requirements gathering, systems analysis, database design, information management and project management. Proven ability to manage work groups and consistently create high quality deliverables. Recognized by faculty and peers for demonstrating strong team leadership through communication, delegation, problem-solving, and conflict resolution skills.

Areas of strength include:

- Project Management
- Systems Analysis
- HTML
- Requirements Gathering
- Web Design
- PHP
- SQL, Access Database
- Database Design

EDUCATION

Bachelor of Science in Information Resources

University of Wisconsin-Milwaukee 2009

- Excelled in technical areas of database design and systems analysis class projects
- Mentored and assisted fellow students in technical areas
- Acted as project manager for senior capstone group project to create prototype UWM crime database
- Dean's Honor List, School of Information Studies Undergraduate Scholarship recipient

EXPERIENCE

Nonprofit Organizations, Consultant

2008 - Present

- Upgrading website for Wisconsin Burn Survivors Network to promote end-user content management
- Production of promotional films and technical consultant for Waukesha Bible Church
- Created multilingual website for Jim Eberline's conflict resolution service in Uruguay

Apple Computer, Business Specialist (Sales)

2002 - 2004

- Used requirements gathering techniques to assess customer needs and recommend customized solutions
- Selected solutions for both individual customers and business clients
- Established extensive and loyal customer base in Metro Milwaukee area beginning with opening of retail store
- Conducted technical training; demonstrated Final Cut Pro, Microsoft Office, iLife software, and Mac OS

Rockwell Automation, Marketing Engineer Intern

1999 - 2002

- Designed and implemented system for equipment tracking using MS Access, resulting in efficiency improvement
- Assessed information needs of marketing engineers and organized data to satisfy user requirements
- Conducted Internet-based competitive market analysis, creating reference resources with specifications and pricing

Kohler Company, Co-op Student Engineer

1999

- Coordinated and scheduled project implementation with a third party contractor
- Performed drafting duties using AutoCAD
- Developed credible and respected relationship with plant floor foremen and union staff

Famous Footwear, Assistant Manager

1995 - 1998

- Used requirements gathering techniques to determine customer needs and select the best product for their needs
- Promoted from sales associate to assistant manager within a year due to strong customer relationship skills and proven ability to manage and mentor employees
- Gained experience in all areas of retail store management, including daily operations and staff management

COMMUNITY SERVICE

- Volunteer leader for church youth group
- International mission trips to support missionary school program
- Assisted director and volunteered at community teen center
- Vocalist for church worship team