

SUMMARY

Six years freelancing website development and consulting Six years freelanced; personal PC repair. five years management experience, fifteen years banking experience, five years internet service provider support; and twenty plus years in computer experience. Six years; Imaging/document control Technology, twenty years residential wiring, six years freelanced handy man contracts. Strengths include the ability to manage several projects simultaneously and work under pressure, quick learner; who takes initiative; and is particularly talented in inventive-thinking. Proven strengths; in the following: (Personnel management, workflow management, data entry and processing) with a solid track record of problem solving skills. Hands on experience with the following:

Operating Systems	Computer Hardware	Languages		Computer Software		Office Equipment
D.O.S.	Printers	Basic	Excel	PowerPoint	CoffeeCup	High Prod. Copier
Windows/NT/00/XP/Vista/Win7	Scanners	HTML	Word	Dreamweaver	Image Ready	Multi-line hone
Macintosh Tiger, Panther	Modems	Perl	Wordpro	Premiere	Fireworks	Meter Mailing
	Networks	JavaScript	Lotus Notes	Photoshop	Image Styler	
	Hubs		MS Access	Illustrator	1 st Page	
	Routers		Front Page	Flash		

ACCOMPLISHMENTS

- ◆ Freelanced Website development; for clients, as well as for friends and family.
- ◆ Designed and developed new forms for various departments, which were adopted company wide for American Express.
- ◆ Reduced the quantities of Rescan from 700 to 0 and maintained it at under, 10.
- ◆ Designed future functions for the Image system, selected for company development.
- ◆ Made database of accounts and reorganized, filing system for Salt Lake Valve & Fitting.
- ◆ Organized shipping system and shipping department, for Salt Lake Valve & Fitting.
- ◆ Developed new forms for Salt Lake Valve & Fitting , Discover Card, and Wells Fargo
- ◆ Completed over 13 million dollars worth of balance transfers in 7+ years for Discover Card.
- ◆ Wired several homes for friends and family. Updated wiring in personal home. Experience with trouble shooting wiring issues

PROFESSIONAL EXPERIENCE**Wells Fargo**, Salt Lake, Utah**November 2006-Present****Online - Banker**

Demonstrate call management skill, Educate client on functions and capacities of website. Assist client on website navigation. Open trouble tickets for accounts that are inaccessible, ensure account integrity by maintaining proper security ID prior to releasing account info. Engage client in establishing new services available and building client confidence with Wells Fargo.

Ikano, Salt Lake City, Utah**August 2004-October 2008****Internet IT / Tech Support**

Resolve Client Internet related issues; resolve e-mail, dialup, DSL, and browsing issues. Receive inbound calls too open New accounts as well as resolve any follow up issues pertaining too clients needs for technical support. Maintain client's Internet connection as well as satisfaction of service.

Discover Card, West Valley, Utah**April 1999 – September 2006****Coach /Account Manager**

Coach fellow team players on call management. Train associates on how to reach out to client, and meet client's needs and concerns. Establish coaching sessions regularly based on call volume predictions. Take supervisor calls to reestablish customer confidence in company. Establish performance improvement plans for associates and provide feedback to upper management on team goals and individual personnel performance. Counsel all employees for performance counseling.

State Tax Commission, Salt Lake City, Utah**February 1988 – June 2000****Seasonal Employee**

Processed tax forms. Keyed; all tax forms and relevant information into a LAN. Verified correctness or fraudulent information on tax forms.

Salt Lake Valve & Fitting, Salt Lake City, Utah**September 1998 –****April 1999****General Office Clerk**

Answered; inbound phone calls. Solved; customer problems. Took and shipped orders out via UPS or FedEx. Accounts receivable.

American Express, West Valley, Utah**April 1993 – September 1998****Team Leader**

Supervised; three employees. Tracked; volumes and reported status. Requested new image equipment as needed. Resolved scanner malfunctions. Maintained; rescan queue and indexing. Data base management. Archive tracking. Prepared; inbound mail for processing via imaging equipment. Tracked, and archived; files. Released document originals of image as requested; Tracked, and delivered, special deliveries. Maintained; supplies as well as implemented various image functions resulting in improved efficiency.

Utah Career College, West Jordan, Utah**Associates****Completed March 2003**

Associates Degree: Applied science of Electronic Commerce

Computer & Internet Fundamentals, classes include; Typography, Drawing, Graphic Design, Website Navigation Design, Java Script, Perl, PHP.

Salt Lake Community College, West Valley City, Utah**1995-1997**

General Education: classes include; Computer Science, computer fundamentals. Applied; computer technology.

City College, South Salt Lake City, Utah**Associates****Completed June 1989**

Associates Degree: Applied Science of Retail Management

Retail Management Procedures, Marketing, Merchandising, Security and Loss Prevention

Crown Business Institute, Manhattan, New York**Diploma****Completed June 1987**