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## Summary

Database and web development professional with expertise in project management and documentation. Work experience ranging from regional financial institution to higher education to private contracting. Strengths include written communication skills, versatility and ability to apply prior knowledge to new situations.

## Professional Experience

### *Huntington Bank f/k/a Sky Bank, Maumee, OH – 2002 to 2007*

#### *Senior Operations Associate, Loan Corrections – 2006 to 2007*

Responsible for full lifecycle development of tracking database for Loan Corrections department. Maintained database, produced reports, and assisted management with process improvements. Provided support to Loan Corrections team in completing normal departmental duties.

- ✓ Developed and implemented Microsoft Access tracking database within three weeks, enabling gathering of detailed information about departmental trends.
- ✓ Trained approximately 25 employees in the proper use of the database, reducing the possibility of user error affecting data trends.
- ✓ Improved departmental processes of completing and tracking work, ensuring that all work was properly represented in monthly reports.
- ✓ Automated monthly tracking reports, providing accurate figures to management within two days of month-end, enabling management to confirm that service-level agreements with other departments had been met.
- ✓ Introduced detailed process for monitoring individual error rates, alerting management to performance-related issues.
- ✓ Provided Huntington Bank with charts and data summarizing Loan Corrections' workload, facilitating a smoother transition from Sky Bank to Huntington.

#### *Operations Associate II, Loan Corrections – 2004 to 2006*

Monitored and completed requests from lenders and financial centers regarding loan changes and modifications. Answered questions from internal clients via phone and e-mail. Worked proactively to correct errors in the processing of loans and payments.

- ✓ Completed up to 100 loan changes daily while maintaining a high level of accuracy.
- ✓ Verified the accuracy and completeness of finished requests, minimizing client impact as a result of operator error.

#### *Operations Associate II, Quality Control – 2003 to 2004*

Responsible for assuring completeness of Client Information Program (CIP) records in accordance with the USA PATRIOT Act.

#### *Operations Associate I, Lockbox – 2002 to 2003*

Prepared and processed payments from external clients to Sky Bank clients to deposit at Sky Bank. Provided daily reports to Sky Bank clients including amounts deposited and details of payments received. Ensured that all incoming payments were processed by end-of-day.

- ✓ Regularly worked up to four hours overtime on Mondays to accommodate the previous weekend's mail volume, ensuring that all Sky Bank clients received their deposits in a timely fashion.

### *Independent Contracting, Toledo, OH – 1996 to 2007*

#### *Freelance Web Designer – 1996 to 2007*

Designed and restructured websites for non-profit organizations and small businesses. Worked through full systems development life cycle, from project planning to maintenance. Assisted clients with achieving and maintaining consistency between existing printed materials and website design.

- ✓ Developed customized content management systems, allowing clients to update their sites in a timely fashion.
- ✓ Regularly learned new skills and technologies in order to better serve clients' unique needs.

### *Residential Computing Connection, Bowling Green State University, Bowling Green, OH – 1997 to 2001*

#### *Technical Support Specialist – 2001*

Developed web-based instructional materials and software installer for on-campus college students. Designed packaging for software installer CD-ROM. Redesigned Residential Computing Connection (RCC) website to make vital information more easily accessible.

#### *Senior Lab Coordinator – 1999 to 2000*

Acted as liaison between RCC Central staff and computer lab staff. Evaluated and restructured employee training programs to include both technical and client service training. Developed and assembled a comprehensive procedure manual for lab staff and supervision.

#### *Project Leader, Network Software Installer Project – 2000*

Responsible for ensuring production deadlines were met, including packaging design and CD pressing. Managed a team of five student employees. Developed multimedia-based software installer CD-ROM. Supervised conceptualization and filming of instructional videos for inclusion on CD-ROM, and acted as post-production editor.

#### *Team Member, Technical Support Team – 1998*

Assisted in redesign of RCC website, including brainstorming information architecture, creating original graphics, and integrating database connectivity. Created multimedia-based software installer for on-campus student body. Developed and implemented a database of all students connected to the campus network.

#### *Lab Coordinator – 1998*

Supervised a team of five student Lab Consultants. Responsible for scheduling staffing of one on-campus computer lab, monitoring supplies, and reporting back to the RCC Central office on a weekly basis.

#### *Lab Consultant – 1997*

Assisted on-campus computer lab users with software-based questions, and educated patrons regarding lab policies.

## **Education and Training**

Bachelor of Science in Technology – Bowling Green State University, Bowling Green, OH

Certification in Media 100 5.0, Adobe After Effects 2.0, Adobe Photoshop 5.0, Macromedia Director 7, and Macromedia Flash MX 2004 – National Institute for the Study of Digital Media, Bowling Green, OH

## **Technical Skills**

- ✓ Windows and Macintosh OS
- ✓ Microsoft Office Suite
- ✓ Adobe / Macromedia Products
- ✓ PHP, MySQL, CSS, XHTML, XML, VBA, Javascript