

OBJECTIVE

- Seeking a website development or project management position where over five years of experience will add value to operations.

SUMMARY

- Strong background in technical support and project management supervising large technical support environments.
- Excellent oral- and written-communication, problem solving, and creative thinking skills.

EDUCATION

1992 to 1997

Pennsylvania State University

University Park, PA

B.S., ADMINISTRATION OF JUSTICE (CRIMINAL JUSTICE); MINOR IN SOCIOLOGY

EXPERIENCE

August 2006 to Present
(55 months)

FujiFilm Holdings, USA/FujiFilm Medical Systems, USA Valhalla, NY/Stamford, CT

WEBSITE ADMINISTRATOR & PDQ LEVEL II SUPPORT, CORPORATE APPLICATIONS GROUP

- Redesigned look and feel of corporate intranet site.
- Implemented new intranet system and migrated old intranet content to new system.
- Provides PDQ—"Planning, Developing, and Quoting", a proprietary sales quoting application—Level II support.
- Manages PDQ users and approval levels.
- Teaches PDQ Training Classes to sales employees several times each year.
- Produces all graphic design content for the Corporate Applications projects.
- Provided input and guidance for future portal development, that will eventually replace current intranet.

September 2010 to Present
(7 months)

PROJECT MANAGER, CORPORATE APPLICATIONS GROUP

- Identified and implemented sizing and timing initiatives for multiple projects.
- Developed proactive communication strategies to internal support teams.
- Reviewed all appropriate training needs for technical support staff to ensure correct knowledge base to be effective in support role.
- Provided all Quality Assurance checkpoints for FDA-regulated projects to ensure seamless implementation.

July 2003 to August 2006
(37 months)

FujiFilm Medical Systems, USA

Stamford, CT

CR & LASER TECHNICAL SUPPORT ENGINEER

- Internal support of FMSU Field Engineers on hardware- and software-related issues on CR (Computed Radiology), DP (Digital Printer), BAS (Biological Analysis Systems), and PC equipment.
- Obtained FujiFilm Certifications in SmartCR/XG5000/ClearView-CS, Synapse (PACS), DryPix 4000/5000/7000, FCR-5000, and CR-IR355/356/357 (Carbon XC-1 and Carbon XL)

October 2001 to June 2003
(20 months)

MANUFACTURING/PRODUCTION TECHNICIAN

- Inspected, reconditioned, and repaired CR, DP, and MF hardware, BAS equipment, Synapse/PACS equipment, and Dell and Compaq hardware.
- Synapse/PACS Demo/Trade Show preparation of servers, workstations, and rack servers:
 - RSNA 2002 Synapse setup, Chicago, IL; HIMMS 2003, Austin, TX; DXP 2003, New Orleans, LA; PACS 2003; National Sales Meeting 2003, Hollywood, FL; SCAR 2003, Boston, MA
 - Re-establishing factory defaults on laptops, desktop workstations, and desktop servers, and re-configuring them with the proper software and hardware for demos
- Performed CD/DVD Duplication/Production.

- Authored all manufacturing/production FDA standard operating procedures, work instructions, and checklists (ESD, EPROM, Parts Return, CR equipment, PC boards, BAS equipment, Dry Imaging equipment, Laser equipment, and test equipment).
- Converted and updated all paper-based manufacturing/production forms and checklists into an electronic format.
- Met and exceeded medical health, safety, and regulatory statutes in compliance with FDA regulations.
- Obtained FujiFilm Certifications in the following equipment:
 - CR-IR346RU/CL (SmartCR) and DryPix 1000/3000
 - BAS Equipment: BAS-1800/1800II/2500/5000, FLA-3000/5000/5100/8000, LAS-1000plus and LAS-3000 CCD Camera System, and PG3000/3500 printers

September 2001 to
October 2001
(1 month)

HELP DESK ADMINISTRATOR

- Provided Tier 1 support for approximately 400 clients in a team of 8 from 6am to 6pm.
- Utilized DKHelpDesk to track and record all calls; used WebEx for remote support.
- Configured VPNs (Virtual Private Networks) for connectivity between home users and intranet.
- Supported a Windows98/WindowsNT4/Windows2000 environment.

Freelance Work

CT & NY

March 2001 to
Present
(120 months)

IT & WEB CONSULTANT

- Consultation and general computer support for home end-users
- Designed, produced, and maintains the following websites:
 - Vietnamese Adoptee Network, Inc.'s website design, production, and maintenance (now defunct) - <http://www.van-online.org/>
 - International Pediatric Health Services' website maintenance (currently on-going; currently in the process of redesigning the entire site) - <http://www.orphandoctor.com/>
 - P.J.S. Exhibitions art gallery design and maintenance (currently on-going) - <http://www.pjs-exhibitions.com/>
 - Worldwide Orphans Foundation initial redesign and maintenance - <http://www.wwo.org/>
 - Times Square Brewery website redesign and maintenance (now defunct) - <http://www.timessquarebrewery.com/>
 - Medialink Worldwide Inc.'s website maintenance - <http://www.medialink.com/>
 - FujiFilm Medical Systems, USA's corporate intranet's graphical content - <http://home.fujimed.com/>

National City Corporation

Cleveland, OH

December 1999 to
March 2001
(15 months)

PROJECT MANAGER/CHANGE MANAGEMENT SPECIALIST, SUPPORT SERVICES' SUPPORT CENTER (CALL CENTER)

- Identified and implemented sizing and timing initiatives that resulted in departmental savings of \$2.3 million during the 2000-2001 fiscal year.
- Managed approximately 8,000 changes per year to the technical environment as single point of contact for all departments that initiated technical additions and modifications.
- Developed proactive communication strategies to internal support teams that ensured all Service Level Agreements were maintained.
- Reviewed all appropriate training needs for technical support staff to ensure correct knowledge base to be effective in support role.
- Provided all Quality Assurance checkpoints for projects to ensure implementations were seamless.
- Certified in National City Corporation's Project Management and Methodology course.

VOLUNTEER EXPERIENCE

August 2000 to
January 2006
(65 months)

VAN - Vietnamese Adoptee Network, Inc.

White Plains, NY

FOUNDER, WEBSITE ADMINISTRATOR, AND FORMER PRESIDENT AND CO-DIRECTOR

- Founded the first Vietnamese adoptee-run support organization in the U.S.
- Designed and maintained integrity of VAN's website (HTML, Macromedia DreamWeaver, Adobe Photoshop, Adobe Illustrator, QuarkXPress).
- Responsible for directing overall program management as voted on by Board of Directors.
- Develop and implement solutions for social concerns and public policy issues.
- "Big Brother" to 2nd-generation Vietnamese adoptee.

TECHNICAL SKILLS

Software

- Microsoft Win3.1x through Windows 7
- Adobe Photoshop 3.0-CS5
- QuarkXPress 4.11-6.0
- Microsoft Office Suite 2000-2010
- Microsoft Outlook 98/2000/2003/2007
- Microsoft Exchange 5.5
- Tivoli Asset Management System
- Microsoft Project 98/2000/2003/2008
- Visio Professional 5.0
- FileMaker Pro 4.0-8.0
- Lotus Notes R5/R6-8.x
- MacOS 7.1 - MacOS X (10.6.x)
- OS/2 Warp
- Adobe Illustrator 8.0-CS5
- Adobe Acrobat 4.0-X
- Adobe DreamWeaver 3.0-CS5
- Attachmate Extra! Personal Client/InfoMan
- ACF2 (mainframe)
- Microsoft Access
- HTML & CSS
- JavaScript
- Synapse/PACS 2.21/2.31/3.0

Hardware

- Intel x86-PC Compatibles and Peripherals
- Compaq rack servers (ProLiant DL380s, ProLiant DL360s)
- Rimage Protégé II CD/DVD Duplicators
- Macintosh Performa Series through Macintosh Pro Series

PROFESSIONAL REFERENCES

- Robert Walsh
200 Summit Lake Drive
Valhalla, NY 10595
203.602.3648
robert.walsh@fujimed.com
- Dr. Jane Aronson
338 East 30th Street, #1R
New York, NY 10016
212.207.6666
OrphanDoctorIPHS@gmail.com
- Diana Leo
128 Maplewood Drive
Maplewood, NJ 07040
973.763.3762
leodian@gmail.com