

Objective

To obtain a position where computer, organizational & people skills will be of value.

Work experience

2017- Howard Community College Columbia, MD

Student Computer Lab Manager/Senior Help Desk Technician

- Recruit and train help desk and computer lab staff
- Oversee the daily operations of the help desk and the computer labs
- Administer & maintain the Cherwell Ticketing System
- Answer and log help desk requests using Cherwell Ticketing System
- Monitor & provide feedback to other help desk staff
- Assist faculty, staff, and students to resolve IT problems
- Refer problems to appropriate IT staff
- Perform Office Manager Administrative duties
- Schedule employees using When to Work software

2011- 2017 Howard Community College Columbia, MD

Student Computer Lab Manager/Senior Help Desk Technician

- Recruit and train help desk and computer lab staff
- Oversee the daily operations of the help desk and the labs
- Answer and log help desk requests using HEAT Call Logging
- Monitor & provide feedback to other help desk staff
- Assist faculty, staff, and students to resolve IT problems
- Refer problems to appropriate IT staff
- Perform Office Manager Administrative duties
- Schedule employees using When to Work software

2006-2011 Howard Community College Columbia, MD

Senior Help Desk Technician

- Assist in the training of other help desk and computer lab staff
- Assist in overseeing the daily operations of the help desk and the labs
- Answer and log help desk requests using HEAT Call Logging
- Assist faculty, staff, and students to resolve IT problems
- Refer problems to appropriate IT staff
- Perform Office Manager Administrative duties
- Schedule employees using When to Work software

2004-2006 Howard Community College Columbia, MD

IT Help Desk Technician

- Answering and logging help desk requests using HEAT Call Logging
- Assisting faculty, staff, and students to resolve IT problems
- Referring problems to appropriate IT staff

2002-2004 Howard Community College Columbia, MD

Tutor

- Tutor college students in Word, Excel, Access, Power Point, HTML & Visual Basic.Net

2002-2004 Howard Community College Columbia, MD

Lab Consultant

- Provide assistance to all computer lab users
- Monitor the use of all Student Computer Support resources
- Repair or report problems with Student Computer Support equipment

1993 - 1998 Bayview Medical Center Baltimore, MD

Research Dietitian (Relief)

- Collect nutrition data from study participants
- Data entry
- Management of data sets using research protocols
- Provided coverage during maternity leaves & job vacancies

1988 - 1990 The Johns Hopkins Hospital Baltimore, MD

Clinical Dietitian

- Nutritional assessment of patients
- Nutritional instruction
- Participation in interdisciplinary care planning

1984 - 1986 Self Employed Columbia, MD

Consultant Dietitian

- Planning menus & modified diets
- Monitoring & evaluating nutritional care plans
- Assuring compliance with all Federal & State regulations by the Food Service Department

1983 - 1984 Nutrition Management Services Wayne, PA

Nutrition Care Coordinator

- Assessing & facilitating nutritional care delivery through the facility's staff
- Maintaining & updating accepted diet manuals
- Planning menus & modified diets

1981 - 1983 Nutrition Management Services Catonsville, MD

Director of Dietary

- Nutritional assessment of residents
- Participation in interdisciplinary care plans
- Supervision of 12 dietary employees
- Purchasing & inventory control
- Completion of month end financial statements
- Scheduling & delegating work assignments

Education	2001 - 2004	Howard Community College	Columbia, MD
	1984 - 1988	University of Maryland	College Park, MD
	MS Nutritional Sciences		
	1977 - 1981	University of Delaware	Newark, DE
	BS Dietetics		
Volunteer experience	Mid-Atlantic English Springer Spaniel Rescue (MAESSR)		
	<ul style="list-style-type: none">▪ Served as a member of the Board of Directors▪ Developed an Access Database of shelters & rescue groups▪ Maintain the MAESSR Applicant Excel Spreadsheet		
	Parent Teacher Association		
	<ul style="list-style-type: none">▪ PTA President, Waterloo Elementary School (2 years)▪ PTA Vice-President, Waterloo Elementary School (1 year)▪ Cultural Arts Chair, West Friendship Elementary School (3 years)▪ Marriotts Ridge High School Boosters Board of Directors (3 years)		
Certification	Help Desk Institute Customer Support Specialist		
	Microsoft Office 2000 Access		
References	Available upon request		