

**County Council of Howard County, Maryland**

2019 Legislative Session

Legislative day # 4

**RESOLUTION NO. 27 - 2019**

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Suzanne R. Geckle to the Citizens' Election Fund Commission.

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Introduced and read first time on March 4, 2019.

By order 


Jessica Feldmark, Administrator to the County Council

Read for a second time and a public hearing held on March 18, 2019.

By order 

Jessica Feldmark, Administrator to the County Council

This Resolution was read the third time and was Adopted , Adopted with amendments , Failed , Withdrawn  by the County Council on April 1, 2019.

Certified by 

Jessica Feldmark, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. ~~Strike-out~~ indicates material deleted by amendment; Underlining indicates material added by amendment.



**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

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