

## **Objective**

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Seeking the opportunity to apply my web development and technical computer support experience, along with my diverse technical and managerial skills in a new, and challenging setting.

## **Qualifications**

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- Windows 98/NT/2000 networking and administrative experience. Unix proficiency. Extensive HTML, Flash MX, DreamWeaver MX, Quark Xpress 4.1 and Photoshop 6 experience. Web development savvy.
- Seasoned communications skills, creative organizational and problem-solving ability. Adaptable, personable and capable. A generalist by nature, yet able to focus and solve complex problems.
- Flexible and quick to learn. Unique ability to master software applications and intricate operations with speed and accuracy. Positive, healthy, and athletic.

## **Education**

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**University of Colorado at Denver - Denver, CO** **6/89 - 11/93**  
Bachelor of Arts in International Studies

## **Experience**

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**Web Graphics and Design** **11/96- Present**

Tech-4-Hire.com, Denver, CO

Create advanced web sites for small to medium sized businesses. Perform manual HTML tagging to create interactive interfaces for popular internet sites. Completed projects that appeared in several PhotoShop/interface design books published by New Rider Press. Continually learning new techniques and applications to advance my web related skills.

**Software Configuration Manager** **4/01- 6/02**

Qwest Service Delivery, Denver, CO

Manage the releases of 8 separate applications for an entire development group. Provide Continuous tool training to developers and build managers. Troubleshoot difficulties with the application for all users, act as the center point for all development processes within the group.

**Software Release Manager** **3/98- 4/01**

Qwest Wireless, Denver, CO

Act as liaison between application developers, application managers, support technicians and server support teams to ensure a smooth flow of software from development to release stage. Created web based documentation for install procedures for all applications released. Support 20 technicians on install processes and technical issues. Conceived creative ways of deploying applications in an automated fashion using SMS 2.0, batch scripts and e-mail enclosures to get the applications to the desktops with minimal manual intervention. Developed policies and procedures aimed at adding structure, consistency and accountability to the overall release process.

**Desktop Support Technician** **3/97-3/98**

US West Communications, Wireless Division, Denver, CO

Performed installs/upgrades of software on W95/NT40 desktops, troubleshoot printing, database connectivity, e-mail and productivity application issues. Expected to fully understand hardware conflict/compatibility issues and resolve them in a timely and efficient manner. Tracked work using ticketing software. Assisted in further developing a ticket management system through the creation of a relational database.