



	<p><b>Member Services Supervisor</b></p> <ul style="list-style-type: none"> <li>• Training and supervision of Member Services staff.</li> <li>• Maintaining and submitting daily and weekly departmental reports and statistics.</li> <li>• Providing technical and customer support, via telephone and email, for: @bigger.net proprietary software, Windows 95 Dial-up Networking, Netscape 3.01, Netscape Communicator, Microsoft Internet Explorer 3 and 4.</li> </ul>
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	<p>Feb – Sept 1997      Los Trancos Systems      Palo Alto, CA</p> <p><b>Information Designer</b></p> <ul style="list-style-type: none"> <li>• HTML authoring and translating from provided source text.</li> <li>• Writing help systems, manuals and other types of documentation as requested by clients.</li> <li>• Editing and layout design of such documentation as requested by clients.</li> <li>• Graphic design and layout in conjunction with client projects.</li> <li>• Assisted Systems Administrator.</li> </ul>
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<p><b>Special Projects and Accomplishments</b></p>	<p>Sept 1997 – Apr 1998</p> <p><b>While Manager of Creative Services at @bigger.net</b></p> <ul style="list-style-type: none"> <li>• Reconstructed and updated Creative Services client information database from hard-copy records.</li> <li>• Formalized work request and authorization process with upper management input.</li> </ul> <p>Feb – Sept 1997</p> <p><b>While in the position of Information Designer at Los Trancos Systems</b></p> <ul style="list-style-type: none"> <li>• Designed Valin Corporation Intranet pages. Translated Valin Corporation ISO 9000 Quality Assurance system into a usable online HTML format.</li> <li>• Wrote, designed and edited online help system for Procura, a Guardian Data Systems product.</li> <li>• Wrote manual and online help system for ExpressDoc, a 3Ring Media product.</li> </ul>
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<p><b>Education</b></p>	<p>1987 – 1988, 1991      College of the Redwoods      FortBragg, CA</p> <p><b>Graphic Communications</b></p> <ul style="list-style-type: none"> <li>• 3.5 GPA</li> </ul> <p>1990      Monterey Peninsula College      Monterey, CA</p> <p><b>Graphic Communications</b></p> <ul style="list-style-type: none"> <li>• 3.5 GPA</li> </ul>
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<p><b>Supervisor References</b></p>	<p>Denise Bell</p> <p>Ilana Warrick (@bigger.net)</p> <p>Carol Barber (M/D Totco)</p>	<p>Email: Denise_Bell@tivoli.com</p> <p>Email: ilana@redpillmedia.com</p> <p>Phone: (512) 340-5000 day</p>
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