



GWENN MCNULTY

WORK HISTORY:

(Please see Page 2 for detailed Work Experience.)

QRATE (QVC) • CUSTOMER SERVICE REPRESENTATIVE • REMOTE
After 3 months, I scored 100% on my last 3 Quality evaluations on my calls with customers. Prior to that my 1st 3 Quality evaluations were 100%, 96% and 97%.

MBO PARTNERS • SOFTWARE SUPPORT SPECIALIST • REMOTE
Software Training & Support, including out-of-the-box solutions to clients. Such as creating SQL stored procedures: Ex: A college required GL Software data to be extracted from their GL database and formatted/manipulated so it could be stored on their Student Accounting Record in PowerCAMPUS. Helped to determine best practice for where this GL data could be stored. Once determined, created a stored procedure to extract, manipulate, and upload into PowerCAMPUS, which is still used as a daily, nightly routine.

POWERBACK REHABILITATION • ADMINISTRATIVE ASSISTANT • PHILADELPHIA, PA
The Guest Services Manager indicated the need for a better and easier way for the team to meet their required duties. I indicated that I could establish a shareable Excel spreadsheet that used Conditional Formatting. Worked with her to get this created where: Red shading in the cell meant overdue, Yellow meant due, and Green meant completed. To my knowledge, this is still utilized.

ELLUCIAN • SENIOR TECHNICAL SOFTWARE SUPPORT ANALYST • REMOTE
Traveled to many different college campuses in order to train staff on the Student Accounting areas of PowerCAMPUS. Also, would provide my SQL programming skillset to assist college IT staff with backups, restores, upgrades, maintaining or creating Stored Procedures, etc. There were several colleges that would choose to wait for an opening in my schedule rather than go with another software support analyst for their needs.

ANCHORTEX CORP • SALES SUPPORT CUSTOMER SERVICE • BERLIN, NJ
Assisted the IT department in developing a Sales Team database regarding client-base needs, previous orders, reports to assist in repetitive orders, etc. Wasn't fully developed when I left for career advancement opportunity.

BARB'S HARLEY-DAVIDSON • FINANCE SPECIALIST • MT. EPHRAIM, NJ
Database was developed for Barb's Harley-Davidson location, I helped get the data entered as well as assisted in developing data extraction for reports, etc. This was a seasonal position.

ELLUCIAN • 3 JOB POSITIONS WHILE AT ELLUCIAN • MALVERN, PA
Within 9 months of starting as Helpdesk Support, I was promoted to Conversion Analyst. It was noticed that I was going to programming less and less for software updates to address client HelpDesk issues after a while, because I was able to resolve the issue myself via the SQL programming I learned because I would sit with the programmers when they were dealing with any issues that I escalated to them. This resulted in my first promotion. My learning-on-the-job qualities led me to pursue even more improvement to my skillset, which resulted in more promotions.

DAVITA DIALYSIS • 4 JOB POSITIONS WHILE AT DAVITA • BERWYN, PA
Within 6 months of starting in Helpdesk, promoted to Supervisor due to my work ethic, willingness to be on-call, composure in dealing with all management levels, etc.

HARD SKILLS

Microsoft SQL Server: (versions 7, 2000, 2005, 2008, 2010)
Including: DTS, Stored Procedures, Queries, Backups, Restores, etc.

Microsoft Office Suite: Proficient in Excel, Word, and PowerPoint. Experienced in Access.

Software Training: Provided general computer knowledge and keyboard overviews. Provided beginner Word and Excel tips and functionality.

SOFT SKILLS

• Problem solving • Self-Motivation • Teamwork • Customer Service • Decision Making
• Adaptability • Communication • Critical Thinking • Analytical Analysis • Troubleshooting

EDUCATION

GOLDEY BEACOM COLLEGE:

BS in Business Management
AS in Computer Information Systems

Graduated in 1989
Graduated in 1985

OBJECTIVE:

Seeking a position which will allow me to expand my knowledge-base and challenge me. I excel at people skills such as:
• customer service • training • review procedures • determining best practices • issue resolution • strategizing • organizing.

Pursuing a work environment that encourages learning new skills, recognizes professional and personal development and improvement, and allows growth within the company.

"Excellence is the gradual result of always striving to do better." – Pat Riley. I feel this quote exemplifies how an employee and employer relationship should be, and is also a personal goal of mine.

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ABOUT ME:

Possess a unique combination of both Administrative and IT experience: End-user in both administrative assistant roles, secretarial, and an accounts receivable clerk; IT Roles as Computer helpdesk analyst, software trainer, and a SQL Server programmer.

Prior to the DaVita experience, found on this resume, I was an Accounts Receivable clerk at The Reohr Group in Media PA; an Administrative Assistant and Executive Assistant for Wyeth-Ayerst Pharmaceuticals in Malvern, PA.; and a Legal Secretary for Edward M. Seletz, Esquire in Media, PA (these are not listed due to space).

Therefore, application of these experiences and my formal education combine very well with my need to use every opportunity as a learning experience. This is found throughout my work history.

OUTSIDE OF WORK:

- » **Family Time** with my Husband and Dog (Michael & Burt, respectively)
- » **Crafts** – ceramics, hand knitting, photography, home improvement, upcycling, painting, cake decorating, & basic crafting.
- » **Traveling** – I've vacationed in 44 States (shooting for all 50), been to several countries and had a month-long Honeymoon Cruise from California to Florida via the Panama Canal.
- » **Writing** – poetry and works of fiction.
- » **Photography** – portrait, scenic, travel and vacation shots, etc.

Grate (QVC) • CUSTOMER SERVICES REPRESENTATIVE March 2022 to September 2023 • Remote (Hartsville, SC)
Assists customers with questions while personalizing the experience for each caller; which may include: refunds, payments, placing orders, analyzing and updating account data, etc. • Problem solves and de-escalates unique situations while sustaining a high-paced call volume. • Learns and works in a virtual environment with a set schedule and structured day. • Effectively communicates with a variety of customer styles, peers, and leaders. • Multitask with ease and navigate multiple systems and screens while assisting customers. • Troubleshoots own technical problems (in partnership with IT when needed).

ATLANTIC CITY PICKERS • WAREHOUSE STAFF December 2021 to March 2022 • Lamar, SC
• Stock, ship, inventory, photograph, and list available product in the eBay store.

MBO PARTNERS • SOFTWARE SUPPORT SPECIALIST November 2019 to March 2021 • Independent Contractor
• Assist both new and current colleges and universities in the PowerCAMPUS Billing and Cash Receipts software and reporting.
• Provide conversion validation of data from legacy software into PowerCAMPUS' relational database tables.
• Programming assistance for customizations as requested by clients to the baseline PowerCAMPUS product functionality.
• Remote Employee – worked from Home Office. MBO acts as a liaison to the client project, for placement, payroll, and HR.

POWERBACK REHABILITATION • ADMINISTRATIVE ASSISTANT June 2014 to June 2016 • Philadelphia, PA
• Administrative Assistant for Management Personnel and Nurse Managers at the Center City Physical Rehab Center.
• Oversee the front desk coverage schedule to make sure that it was staffed 24/7; which required to keep track of vacation schedules, callouts and emergency coverage. • Created all display and handout materials for Guest Services. • Create daily display Menus for the Bistros in the facility. • Managed and oversaw the petty cash safe, as well as managing the payments from visitors to eat at the Bistro when visiting with the patient(s).

ELLUCIAN • SENIOR TECHNICAL SOFTWARE SUPPORT ANALYST POWERCAMPUS June 2011 – August 2012 • Woodbury, NJ (remote)
• 75% Travel, to colleges and universities in both USA and Canada. • Provide technical support for issues arising during the implementation and on-going use of PowerCAMPUS (proprietary higher ed software). • For implementing clients, work directly with clients to determine their current practices. These discussions help to determine if these practices should be revamped either to better fit their current culture and/or to fit better with the functionality of PowerCAMPUS. • Train clients on the five PowerCAMPUS SetFlows (modules), which are: Admissions, Academic Records, Billing, Cash Receipts, and Advancement. • Work directly with client IT staff to discuss how to best use SQL to work with the data tables, which included discussions about table structure, relational databases, and SQL basics. • Work through complex problems and complete tasks with high-level accuracy, focusing on customer satisfaction. • Work directly with both clients and other Ellucian staff.

ANCHORTEX CORPORATION • SALES SUPPORT AND CUSTOMER SUPPORT November 2010 – June 2011 • Berlin, NJ
• Answer Sales Department Phone Calls, process on-line sales and credit cards • Take non-account sales both from phone calls and email contacts, assist Secretary to the CEO, and other duties as assigned.

BARB'S HARLEY-DAVIDSON • FINANCE SPECIALIST March 2010 – November 2010 • Mount Ephraim, NJ
Finalize sales of motorcycle purchases (used and new) • Support Finance Manager in the financial aspect of motorcycle sales, including but not limited to document filing, sell motorcycle insurance, process vehicle title changes, process temporary license plates for both New Jersey and Pennsylvania • Managing the customer information database.

ELLUCIAN • 3 POSITIONS DESCRIBED BELOW March 2000 – December 2008 • Malvern, PA
STARTING POSITION: **HELP DESK CLIENT SUPPORT – PowerCAMPUS** • Provide technical and functional Support to clients utilizing phone calls, Remote Desktop, or PCAnywhere. • Report, Assist and Follow-Up on any found bugs or issues to the Software Development Team. • Perform the pre-analysis to determine if a client's specific requirement of the should be accommodated by a customization to the database used solely by the client. Or should it become a baseline feature.
SUBSEQUENT POSITION: **PROGRAMMING ANALYST – PowerCAMPUS CONVERSION PROGRAMMER** • Write the SQL conversion program transferring the current database into the PowerCAMPUS database. • Assist technical and functional consultants to Discover, Define and Deploy a successful data conversion from the client's legacy database to the newly purchased database. • Assist QA department with testing new release programming. • Evaluate & Review current business practices and PowerCAMPUS data tables to determine best practices. *DEPARTING POSITION HELD:* **SENIOR PROGRAMMING ANALYST – PowerCAMPUS CONVERSION PROGRAMMER** • Work in conjunction with the Functional Consultants to write jargon-free data conversion specifications documenting technical requirements for Migrating Data or Customizing Software to meet client-specific functional requirements. • Provide deep technical support for issues arising during the deployment and ongoing use of the Ellucian PowerCAMPUS product. • Utilize SQL to write, develop, debug, and fine-tune the program to convert data into the PowerCAMPUS database tables. • Assist staff with cross-training, new-hire training, client software training and mentoring other PowerCAMPUS team members. • Evaluate & Review client's current business practices and PowerCAMPUS functionality to determine best practices. • Provide technical support for issues during deployment and on-going use of PowerCAMPUS.

DaVITA DIALYSIS • 4 POSITIONS DESCRIBED BELOW July 1997 – March 2000 • Berwyn, PA
STARTING POSITION: **HELP DESK COORDINATOR** • Support company-wide, end-users (both in-house and off-site) regarding general PC questions, hardware and software issues with MedicalManager™ (3rd Party Billing Database) and Microsoft Office. *SUBSEQUENT POSITION:* **HELP DESK SPECIALIST – SUPERVISOR** • Aid end-user support staff with all aspects of any IT-related issues or concerns. • Elevate issues to management when applicable, while maintaining good communication with both the end-user and management communities.
SUBSEQUENT POSITION: **HELP DESK SPECIALIST – SENIOR SUPERVISOR** • Assist in the hiring, training, and evaluation of new employees. • Coordinate the Development and Administration of MedicalManager™ both with in-house personnel and vendors, including database backups, alpha testing of MedicalManager™ Software upgrades, month-end activities, collating and sending out bills to Insurance Agencies for payment. • Act as liaison between IT Department and the Billing Department. • Work with the IT night staff to help diagnose issues with backups, upgrades, service patches, etc. as they affected the Database and platform.
DEPARTING POSITION HELD: **EDI SPECIALIST (ELECTRONIC DATA INTERCHANGE)** • Create and Maintain billing formats of Electronic and/or Paper Billing data from MedicalManager™ and sent to State-specific insurance companies, such as BC/BS of New Jersey or Texas, etc. Some states allow electronic billing while others only allow paper filing. This is why we need to develop and maintain both formats. • Develop, Train and Maintain Access Database containing pertinent data on Electronic and Paper Billing formats to manage all the state-defined requirements to determine "crossover" requirements eliminating duplicate programming efforts.