

<p>Profile</p>	<p>Before receiving any formal training, I gained over 16 years of management experience through hands-on learning and real-world challenges. Detail-oriented and diligent professional with experience in technical writing, budget stewardship, and print management. Experienced in transforming processes from hard copy to digital formats and automating redundant tasks, with a strong analytical mindset. Known for innovative problem-solving skills and a proactive approach to efficiency improvements. I have spent the past four years in Internal Print Operations. This experience, while awaiting a role more aligned with my skillset, has provided me with a unique perspective that I believe will be highly beneficial to the company.</p>
<p>Skills</p>	<ul style="list-style-type: none"> – Microsoft Office – Microsoft Visio/Project – PowerPoint / Tableau – Leading Teams – Process Improvement – Budget Stewardship – Stakeholder Communication – Vendor Management – Partnership Management – Webmaster Certification – Digital Transformation – Communication – Project Management – Marketing – Critical Thinking
<p>Experience</p>	<p>Blue Cross & Blue Shield TN --October 2020 - Present <i>Print Operator III – Internal Print Operations</i></p> <ul style="list-style-type: none"> • Lead print management projects ensuring timely and budget-compliant delivery insuring accuracy and clarity on all written materials. <ul style="list-style-type: none"> ○ CMS, checks, COBRA, FEP, EOB, EDM etc. • Process Improvement & Budget Stewardship <ul style="list-style-type: none"> ○ Developed a process to implement cost-saving measures for the department during printer malfunctions. • Project management: lead projects ensuring timely and budget-compliant delivery. <ul style="list-style-type: none"> ○ Presentation for Biweekly Throwdown. ○ Game for Teams Presentation ○ Team-Building Games for department meetings. • Vendor & Partnership Collaboration <ul style="list-style-type: none"> ○ Communicate with Xerox to relay what is wrong when the printers go down to facilitate a shorter down time. • Stakeholder Communication Collaborate with cross-functional teams to enhance print processes. <ul style="list-style-type: none"> ○ Grievance packets ○ Billing ○ Checks • Spearheaded digital transformation initiatives, transitioning from paper to digital formats & developing comprehensive technical manuals and documentation. <ul style="list-style-type: none"> ○ Check logs (Microsoft Excel) ○ Training Documentation (Microsoft Word) ○ Transaction Print Log (Microsoft Excel) ○ Compiled IPO Equipment manuals into digital format (Microsoft Excel) <p>Wright-Patterson Air Force Base AFIT – Cyber Division March 2016- July 2019 <i>Technical Writer / Data Analyst / Project Coordinator</i></p> <ul style="list-style-type: none"> • Stakeholder Communication <ul style="list-style-type: none"> ○ Investors, Professors & Graduate Students • Project Management <ul style="list-style-type: none"> ○ Research UI & UX applications. ○ Edited Survey and Research articles ○ Data Analysis ○ Maintain Database ○ Reports & Presentations ○ Data Visualization

Experience	<p>Berks Design 8+ years <i>Owner / Project Manager / Technical Writer / Data Analyst</i></p> <ul style="list-style-type: none">● Project Management - Managed client projects from concept to completion.<ul style="list-style-type: none">○ Programming○ Webmaster Certification<ul style="list-style-type: none">▪ Specialized in creating user-friendly web designs and interfaces.○ Digital Transformation<ul style="list-style-type: none">▪ Transitioned client documentation and processes to digital platforms.▪ Automating processes for clients● Team Leadership<ul style="list-style-type: none">○ Led teams in facilitating program planning and management for digital transformation initiatives.● Process Improvement<ul style="list-style-type: none">○ Authored, implemented, and enhanced client collaboration processes and procedures.● Resource Management<ul style="list-style-type: none">○ Ensured all digital transformation initiatives were efficiently and appropriately resourced through effective effort and cost forecasting.● Budget Stewardship<ul style="list-style-type: none">○ Managed company budget & project costs to ensure all initiatives delivered on time and within allocated budgets.● Stakeholder Communication<ul style="list-style-type: none">○ Provided visibility to the executive teams of clients and all stakeholders on the status of projects and product portfolio.● Vendor & Partnership Management<ul style="list-style-type: none">○ Developed and managed vendors and partnerships to create easy access to new solutions and capabilities, always created with the ability to scale in a cost-effective manner. <p>Prior to owning my own company I was the Business Manager for a construction company, for over 8 years.</p> <p>Please see my website and LinkedIn Profile for additional information or additional certifications.</p>
Education	<p>University of Cincinnati – Cincinnati Ohio Master of Science GPA 3.784/4.0</p> <p>Albright College — Reading, PA Bachelor of Applied Science -GPA: 3.984/4.0</p> <p>Albright CTC— Reading PA Certified Web Developer</p>