

July 2013 – March 2014
Operations Manager

Metro News Services

Wheat ridge, CO

- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Invoicing to funding sources, including calculation of completed units of service.
- Payroll management, including tabulation of accrued employee benefits...
- Regular meetings with Executive Director around fiscal planning. Supervise and coach office manager on a weekly basis.

May 2013 - June 2013
Team Supervisor

- Allocating tasks to staff. Ensuring the performance of the staff is of a high standard. Reporting to management. Organizing holidays and training. Discussing and resolving problems. Carrying out performance reviews.

May 2013 - May 2013
Outbound Sales Agent

- Work directly with customers via telephone, and email to describe products and/or services in order to persuade potential and current customers to purchase new products and/or services. Educate customers on product offerings and services to improve their "on-line presence" and explain pricing and answers questions from customers building value in the customer relationship.

October 2008 – October 2012

US Army

Fayetteville, NC

Signal Support Systems Specialist, E4 - Senior Specialist, Secret clearance

- Primarily responsible for working with battlefield signal support systems and terminal devices. This equipment needs to consistently work in order for the Army to direct the movement of its troops. Maintain radio and data distribution systems. Perform signal support functions and technical assistance for computer systems. Provide technical assistance and training for local area networks. Maintenance for equipment, terminal devices, assigned vehicles and power generators.
- Overseen three other personal and up to 25 different computer systems on a 12 month deployment to Afghanistan.

EDUCATION

December 2012 - February 2013

LeaderQuest

Centennial, CO

- A+, Net+, Security + and Windows 7 certification class

2008

Arapahoe Community College

Littleton, CO

- G.E.D

REFERENCES On Request