

Paulette DeMers

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Summary

Skilled professional with extensive business and office management experience. Wide-ranging computer skills on both Mac and PC computers utilizing a variety of software. Excellent communication, organizational, and analytical abilities that provide strong business support for my employer.

Software Expertise

Microsoft: *Word*, *Excel* spreadsheets, *Access* databases, *Project* business management software, *PowerPoint* and *Visio* presentation, *SharePoint* content management, and *Outlook* communication software.

Adobe: *In Design* publishing, *Photoshop* digital photo editing, *Illustrator* graphic software, *Dreamweaver* web design, *Acrobat Professional* and *LiveCycle Enterprise* (process management and forms)

QuickBooks and **Peachtree** accounting packages, **Raiser's Edge** fundraising and donor management, **Crystal Reports** finance and data reporting software, **Wordpress** and **Joomla** website design programs.

Professional Profile

- ✧ Experienced with business organization and project management. Projects have included new business startup and feasibility, fundraising and grant administration, job costing and bid work, budget administration, marketing, website design, and others. Actively involved in the planning, executing, and monitoring of multiple projects, primarily utilizing outcome based project management systems. Strong ability to employ the latest in software and technology to create and manage projects.
- ✧ Comprehensive communication skills. Ability to write clearly and concisely, create reports that effectively communicate the scope, progress and success of projects. Excellent analytical and reasoning talents.
- ✧ Management of office, sales and warehouse employees. Human resource skills including hiring, scheduling, training and coordination. Worked extensively with sales force, independent contractors, suppliers, and importers.
- ✧ Managed finances in both for-profit and nonprofit businesses. Configured computerized accounting software, performed full charge bookkeeping functions, analyzed monthly profit and loss statements, and managed cash flow. Reconciled bank statements and general ledger accounts on a monthly basis, administered payroll and prepared federal and state taxes. Worked with supervisors, outside accountants and boards of directors to facilitate accurate, well-designed and efficient accounting systems.
- ✧ Proficient in graphic design of catalogs, brochures, newsletters, logos, websites, etc. Ability to work creatively and effectively; utilize graphics, color, text, and other design elements to create visually appealing materials. Writing ability with emphasis on clear-concise business writing. Excellent knowledge and experience with graphic design.
- ✧ Skilled in the planning and coordination of meetings and special events including banquets, board meetings, training conferences, etc. Worked in all phases of the projects, including coordinating venues and speakers, publicizing, staff and volunteer coordination, and numerous other duties to assure each function ran smoothly and efficiently.
- ✧ Excellent ability to work with others in a multitude of settings including management, working with colleagues, clients, board of directors, committees, and volunteers. Strong ability to listen to the needs of clients and colleagues and find solutions, and plan the best course of action. This has included assisting with marketing, customizing and teaching software solutions, organizing, and other necessary functions.

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Work Experience

May 2010 to present - **Computer Technology Group (contractor to Mayo Clinic)** -Graphic Design

- ✧ Work in the Publication and Media Technology department utilizing the latest technologies in both print and online publications.
- ✧ Creation of paper and online forms for the collection of a wide range of information using Adobe CS3 and CS5 software (InDesign, LiveCycle ES2, Photoshop, Illustrator).
- ✧ Work with proponents in various clinical departments to determine needs and requirements.
- ✧ Utilize SharePoint, Visio and Microsoft Project to track the progress of jobs and create reports utilized throughout the department.

May 2006 to 2010 - **The Arts Partnership**, Office Manager.

- ✧ Responsible for the day-to-day operations of non-profit organization currently serving over sixty-five member arts organizations. Assist in the writing of grants for the organization.
- ✧ Work with the member organizations (non-profits of all sizes) in increasing their goals and improving their businesses through strategic planning, educational workshops, marketing, etc. Teaching various computer programs so organizations can make the best use of their staff and other resources.
- ✧ Responsible for print and electronic publications for the organization. Design and maintain organizational websites, weekly e-newsletter, and promotional materials as well as assisting smaller organizations with their marketing and publication needs.
- ✧ Financial duties include accounts payable, accounts receivable, donations, taxes, and the maintenance of accurate accounting records for reporting to the executive director and the board of directors.
- ✧ Design and maintain donor database, design, setup and maintenance of online grant application process.
- ✧ Work with executive director, board of directors, various committees, and volunteers.
- ✧ Coordination of special events (for events of 15-200 attendees), this included assisting in the development of invitation lists, publicizing, working with caterers and venue staff, designing programs, and other duties to manage the flow of the event.

1995 to Present - **Independent Contractor**. Contract with a wide variety of companies and non-profit organizations on an ongoing as well as a per project basis. Industries included interior design, arts groups, real estate, and contractors (list of clients provided upon request).

- ✧ Design of marketing materials including flyers, catalogs, signage, etc.
- ✧ Organize and set up of non-profit organizations including all necessary paperwork to receive IRS 501(c)3 non-profit status. Complete all other state and federal requirements for the organization. Conduct feasibility studies and design outcome based project management systems to arrange the business. Assist in the development and recruitment of board of directors. Grant writing, promotion and management.
- ✧ Web design, implementation and management. Utilizing Adobe Dreamweaver and online software such as Wordpress and Joomla planned and developed websites. Responsible for all aspects of website design including mock-up creation, application development and customization, search engine optimization, and website maintenance. Also responsible for customer support including helping clients with domain registration and choosing an appropriate hosting plan. Maintained and optimized the sites utilizing Google Analytics and other methods.

- ❖ Software instructor, instruct people on an individual basis a variety of computer software including Microsoft Word, Excel, Access, and QuickBooks accounting. Worked with companies to teach their employees new software that in turn allowed the company and the individual to be more productive.
- ❖ Accounting and bookkeeping. Work with business owners, managers and accountants in the set-up and maintenance of accounting systems utilizing QuickBooks, Peachtree, and customized accounting systems (based on Microsoft Access databases).
- ❖ Creation of customized databases and reports for the tracking of inventory, donors, bidding, job costing, etc.
- ❖ Special event coordination including fundraisers, classes, board meetings, banquets, and other events – managed events from the beginning of projects to the cleanup at the end.

June 1998 to 2006 – **Prairie Lakes Distributing/Northern Glove Company**, Office/Business Manager.

- ❖ Initiated the start up of the company (with two business partners) including feasibility studies, financial planning, and business development.
- ❖ Worked with sales department in the marketing of product lines including product selection, pricing (determining actual costs and breakeven points), and promotion.
- ❖ Created sales materials such as catalogs and flyers and designed ecommerce website.
- ❖ Managed other office employees and worked with sales force, independent contractors, suppliers, and importers. Assisted in the coordination of sales routes and territories.
- ❖ Maintain all phases of office management for wholesale distributor.
- ❖ Perform all accounting functions of the company including preparation of invoices and collections, reconciling of bank accounts, preparation of vendor payments, payroll functions including paycheck and payroll tax preparation. Work with accountants for year-end tax preparation.

1992 to 1995 - **Creighton Printing**, Phoenix, Arizona. Typesetting of various printing projects.

1986 to 1992 - **Plains Art Museum**, Fargo, North Dakota. Administrative Assistant.

Education & Training

- ❖ Certification in Microsoft Word, Excel and Access
- ❖ Online courses in Microsoft Visio and Project
- ❖ Adobe CS5 training (In Design, Illustrator, Photoshop,)
- ❖ Adobe workshop for LiveCycle form management
- ❖ Internal Revenue Service certification for tax preparation
- ❖ Ongoing classes and workshop for project management, financial management, non-profit coordination, human resources, business communication, writing, and other courses.

Business Administration, Moorhead Community & Technical College, Moorhead, Minnesota

References & Examples of Work Furnished Upon Request