

Suzette Franck

bdollproject@yahoo.com

Employment History

Xdrive Technologies, Inc.

Intranet Site Manager – *Santa Monica, California*

04/2000-03/2001

▪

process and information gathering, participated in daily review of links, participated in critical call review process, assisted in creating presentations as necessary

IS Support Analyst / Helpdesk Web Publisher– Beverly Hills, California 02/1996-02/1997

- Acted as web page creator for helpdesk including reformatting, updating, and creating documentation for various systems and applications in HTML, re-organized and completely updated entire helpdesk web page, assisted and trained others in use of FrontPage, HTML, and using FTP applications
- Performed all helpdesk duties such as answering phones, creating calls, and triaging to appropriate support staff, assisted and trained other staff in use of Microsoft Office, participated in weekly Call Review Committee meetings to analyze ways to improve call process and handling, participated in weekly Alarms Committee meetings to improve link alarm monitoring and handling

Shockweb Web Design and Consulting

02/1996-05/1998

Proprietor – Simi Valley, California

- Created, maintained, and uploaded web page documents using notepad and FrontPage: enhanced tables, forms, frames, multimedia, animated GIFs, style sheets, scrolling marquees, background music, graphics, utilization of Java applets and scripts, use of ActiveX controls and visual basic scripts, upgraded hardware, installed software, trained clients.

Coastal Computer Marketing

05/1995-02/1996

Operations Manager – Woodland Hills, California

- Supervised employees, provided quotations on hardware, software, and peripherals, tracked PC acquisitions and purchases for software licensing and asset management, complete support, upgrades, maintenance, and installations of new software and hardware for all office desktops and laptops connected to a Novell LAN

Receptionist/Operations Assistant – Woodland Hills, California

04/1993-05/1995

- Sale and purchase contracts, freight coordinator, inventory tracking, prepare all lease documentation for funding, file UCC-1 Financing Statements, invoicing, reconciling A/R, collections, research and authorize invoice payments.

Education

Macromedia University

Current

Macromedia Web Professional – Online Courses

- Completed courses in XML, Intranet, Flash 5, Internet Explorer, Customer Satisfaction, and HTML 4.0.

New Horizons Computer Training Center

1989-1991

Microsoft Office Professional 7.0 for Windows 95 – Westlake, California

- Completed beginning, intermediate, and advanced courses in Windows 95, Word, Excel, PowerPoint, Access, and Macintosh

Los Angeles City College

1989-1991

Psychology Major, attended 2 years

References

References available on request.

Awards Received

- Microsoft's "Activate The Internet" Contest for web page design and technical excellence for two web sites, two Tiger Stripes awarded from Optimatrix for exceptional service in supporting customers and staff, Diamond Star from Robinson's-May for excellent customer service, Five Star from Bank of America for customer service.