

Sarah I. Fuller

2637 Dotsonville Road
Clarksville, TN 37042
(931) 542-0895
sarahfuller2637@yahoo.com



SKILLS AND QUALIFICATIONS

- Information Technology Certificates: **MCSE, MCP, Security+, Net+, A+, Dell Certified, and Novell Certified Web Designer.**
- **Computer applications:** HTML 4.0, Microsoft FrontPage 98/2000, Adobe PhotoShop 5, Adobe Image Styler, Adobe PageMaker, MS Word, MS Excel, and MS PowerPoint, MS Access, Scanning software (OmniPage & PaperPort), Corel WordPerfect, Some Visual Basic 6.0, JavaScript, Macromedia Dreamweaver 4.0, Macromedia Fireworks 3.0
- Other than English, able to **speak Spanish fluently**

EDUCATION

2002-2004	MCSE, MCP, Security+, Net+, A+. TechSkills
1998	Novell Certified Web Master. Florida Atlantic University.
1995-1996	Medical Secretarial Certificate. Sheridan Vocational Technical

PROFESSIONAL EXPERIENCE

Maintenance Tech, *IDR*

June. 2004-Current

- **Responsible** for small computer repair and maintenance of entire automation assets for USA army 160th Special Operation Aviation Regiment, Airborne [SOAR (A)]
- **Attend all aspects of Help Desk operations** to include logging trouble calls and performing on the spot software and hardware troubleshooting.
- **Ensure and Troubleshoot Network connectivity.**
- **Familiar with** operation of Audio visual equipment

System Administrator, *Avion*

Jan. 2004-May2004

- **Created operation manual** for in house developed software, SOARtrack (Logistic web based tracking system for USA army 160th Special Operation Aviation Regiment, Airborne [SOAR (A)]).
- Assisted and Trained users with the SOARtrack software.
- **Maintained** the SOARtrack database.
- **Accountable** for tracking office equipment.
- **Diagnosed and corrected computer problems;** to include maintenance of the office intranet.

IT Professional Assistant, *Techskills*

Dec. 2002-Current

- Conduct scheduled and unscheduled **computer maintenance**
- **Analyze and correct computer problems;** including, making network cables
- Assist students with IT tracks
- Prepare material to **present and discuss Micro-Lab sessions** with students
- Grade Hands on Lab
- **Ghost computer images** for students as needed in preparation for hands on lab

Tech Support, *The Trane Company*

2002

- **Tested** updated versions of in house developed software, Comforsite (Company specific web ordering system).
- Documented the entire ComfortSite web page in PowerPoint to be accessed over the intranet as a quick reference of web page content.
- Assisted customers with signing up onto ComfortSite.
- **Provided** ComfortSite members **technical solutions** to site errors, site navigation, and additional computer technology assistance.

Web Designer/ Graphic Artist, *Linkright/ aspwebhosting.com*

2000

- Created aesthetically pleasing Web sites in accordance to client's request and satisfaction. Additional software used: Flash, Fireworks, and Dreamweaver.
- Successfully, **with teamwork, administered technical solutions** in regards to problem with the client's site

Web Designer, *World Wide Web Institute*

1999-2000

- Responsible for building, designing, uploading, and maintaining Web sites on a continuous-daily basis. Software used to build site: FrontPage 2000 including DHTML features, Adobe Image Styler including JavaScript features, Adobe Photo Shop 5.5, Microsoft Gif Animator, Ulead Smart Saver Pro. Images created to be downloaded at most efficient Internet time. Sites designed for Internet Explorer and Netscape to be viewed on 600 x 800 screen.
- **Posted sites to Linux and Windows NT servers.** Uploaded sites using FTP.
- Assisted/trained newly hired web designers get acclimated to company's procedures.

Assistant conference coordinator/ Web Author, CHADD

1996-1998

- Responsible for updating and maintaining CHADD's web page.
- Designed and produced all the conference collateral using desktop publishing software
- Assistant to director of field services.
- Assistant to director of conference planning
- Responsible for maintaining a database of mission critical professionals **and handled both written correspondence and telephone communications in a professional and confidential manner**
- In complete control of organizing and administering appropriate continuing education credits, which included creating and issuing certificates earned.
- Avid member of CHADD's annual international on-site conference team