## **PREVIOUS EMPLOYMENT/EXPERIENCE**

## **BEAR NECESSITIES COMPUTING**

#### June 1999 - Present

#### Rancho Mirage, CA

**EDI Consultant** – create and modify trading documents & implementation guides; analyze EDI data & mapping; trading partner set-up & communication; work with programmers on system related issues; help streamline processes & projects; review EDI processes to enable quicker turn-around of trading documents. Online author of blogs & articles for EDI related websites & discussion groups.

**Web Technician/Designer** - Creation, installation & maintenance on client websites; research & purchase of network & web server for client; creation, monitoring, & maintenance of client networks; network administration - user creation & maintenance, folders/storage maintenance & reporting; troubleshoot errors and problems with network and users; remote site maintenance; network support & operations. Clients included Bear Necessities Gifts, Custom Teleconnect and Arcadia Congregational Church.

#### **BEAR NECESSITIES GIFTS**

## Sept 2009 - May 2011

## Rancho Mirage, CA

**Retail Store Owner/Partner** — Responsible for all aspects of daily store operations — buying, banking, working with suppliers & vendors, landlords, property management, etc.. Process all receipts daily, work with customers finding "the perfect gift", merchandising store in multiple departments. Create & maintain business website, & social networking, creating signs & graphics.

# **BIG 5 SPORTING GOODS**

## March 2000 - Oct 2009

## El Segundo, CA

**EDI Coordinator** – responsible for Electronic Data Interchange (EDI) program; oversaw expansion of EDI program to over 500 vendors; interaction with EDI contacts at vendor/supplier companies; implementation of EDI translation and mapping specifications; daily analysis of EDI data – in & outbound; daily maintenance on EDI translation and communication software; monitoring of daily EDI communication sessions; worked with buying department to facilitate testing & compliance of vendors in EDI program; worked with outside suppliers on EDI requirements & transactions; monitored testing program; analyzed in-bound test data from vendors.

**System Operator Lead** – responsible for daily, weekly, monthly and yearly program schedules and operations for AS/400 i-Series IBM system; maintained back-up mag-tape inventory on- & off-site; creation of daily, weekly, monthly, yearly & special job schedules relating to DC/warehouse pick activities; monitor user sessions; resolve system errors and issues as needed; escalate system errors and issues to 2<sup>nd</sup> level support & programmers; system maintenance; printer maintenance & report distribution; create formats for maintaining inventory of vital business application requirements & supplies; maintained inventory of printer supplies, office equipment and offsite storage facility; worked with outside vendors to sell un-used equipment; trained new system operators for all shifts.

**Help Desk Technician** – responsible for assisting corporate office and store level personnel in resolving system hardware & software issues & concerns; remote operation of store POS terminals and servers; creating & monitoring service requests for store & corporate level hardware systems; monitor store level communications with corporate office; monitor data communication lines for retail sales authorizations & transactions; instruct/train new Help Desk technicians & store personnel on system features, functions & operations; heavy call volume, inbound.

# CLASSIC SOFT TRIM/

## **April 1996 to June 1999**

# Commerce, CA

#### **DISTINCTIVE INDUSTRIES**

Office Manager/Lead Sales - Daily inbound sales orders, leather automotive trim manufacturer; assisting clients with product choices, options, colors, etc., in placing orders for interior products; maintaining inventory of schematics of interior seating kits; assisting in creation of custom, one of a kind interior combinations; entering production orders for stock and special order interior trim kits; monitoring the shipment of interior kits; creation of invoices for ordered kits; billing inquiries; monitoring progress of manufacturing of stock, standard and special order trim kits; working with design team on acquiring patterns for new interior trim kits; ordering replacement parts for trim kits; responding to customer inquiries about product line(s); extensive product knowledge of automotive models, interior combinations, available options and equipment.

#### References

Professional and personal references are available upon request.

#### **Education**

Santa Clara High School West Valley Community College Clark County Community College Santa Clara, California Saratoga, California Las Vegas, Nevada Graduation – 6/84 English, Computer Science Architectural design/graphics