



Donna Carriker

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Objectives

Seeking a position that utilizes my computer, technological and business skills in an administrative or similar position. Also interested in graphic design, graphic arts and digital imaging, skills which can be used to enhance marketing materials.

Skills

Microsoft Office; Word Processing, Excel, Data Entry, Designing Brochures and Marketing pieces, Adobe Photoshop, Illustrator & InDesign, basic Dreamweaver and web maintenance, Communications, Marketing, Event Planning, Membership/Association Coordination, Administrative skills & more. Proficient with both Mac and PC computers.

Experience

Consultant

2007 - Present

Business Support Services providing business, office work, data entry, design and consulting including creating marketing collateral. Production Assistant, Pape Communications (2008-present) part-time consultant. Quality Rater for Google, consultant (Aug 2007-Aug 2008).

Communications Coordinator

Massachusetts Association of Private Career Schools (MAPCS). 2000 – 2007

Managed the MAPCS office for the Board of Directors providing executive administration, project coordination, event planning and communications. Coordinated all administrative, marketing and technical duties of the association. Set-up board meetings, designed materials, created publications and handled communications among the Board, school members and agencies. Managed all communications, correspondence and literature using phone, fax, e-mail and mail.

Designed, produced and distributed annual school directory, newsletters, event flyers, brochures, forms, and e-mail announcements. Utilized Adobe PageMaker and Photoshop to prepare photos and graphics for marketing materials and web site. Maintained databases and contact lists for mail and e-mail. Designed layout of association's web site which helped provide an online presence, an invaluable tool for those seeking information on career fields, schools and training. Administered and maintained the website, paper records and electronic files.

Customer Service Representative

Eastern Bank, Reading, MA. 2000

Serviced client's banking business; including cash and check transactions, determining customer's needs, opening savings, checking, balance protection and debit accounts, selling travelers and treasury checks, redeeming bonds, and instituting loan proceedings and loan payments.

HR Administrative Assistant / Customer Service Representative

XyEnterprise in Reading, MA. September 1999 - 2000

Responsible for administrative duties in Human Resources and Customer Support sharing time between both departments. In Human Resources duties involved editing policies and procedures, creating company forms, memos, correspondence, employee evaluation files and maintaining the company phone list, records and files. Responsibilities included insurance payments, reviewing bills and reconciliation, setting up meetings and interviews, new employee orientation kits and maintaining information on all contractual employees. In Customer Support I entered customer information and work orders into database. Set up accounts and passwords for customer access to the company website for product updates.

Worked for Lotus from April 1987 through November 1991 earning promotions in each position:

Senior QA Lab Project Coordinator

Lotus Development Corporation, Cambridge, MA. 1990 – 1991

Managed daily operations, database, implemented policies and procedures as well as developed written reports for planning the QA Lab's development. Provided hardware technical information to lab staff and software development teams. Implemented an effective, organized lab to ensure resources met hardware and software testing goals.

QA Lab Project Coordinator I and II

Lotus Development Corporation, Cambridge, MA. 1988 – 1990

Managed the QA Lab overseeing lab security, equipment, supplies, inventory and maintenance. Coordinated software project teams throughout compatibility test cycles to ensure issues were resolved. Recommended and monitored lab schedules and resources. Ensured an organized, well-maintained hardware lab and database helping to reduce costs.

Computer Technician I and II

Lotus Development Corporation, Cambridge, MA. 1987- 1988

Support, service and upgrades of computers. Provided technical support and installed computer hardware and software at Computer Tradeshows for Lotus.

Quality Assurance

Lotus Development Corporation, Cambridge, MA. 1984 - 1985

While attending College, worked at Lotus Development Corporation as a contractor in the Quality Assurance (QA) department testing software and oversaw that technical manuals, floppy disks and packaging of the 1-2-3 spreadsheet package were high quality.

Education and Training

- ✧ University of Massachusetts, Lowell. Graphic Design Certificate and Digital Imaging Certificate.
- ✧ Bunker Hill Community College, Boston, MA. Associate of Science (A.S.) in Computer Technology, Honors.

Volunteer Work

Secretary on the Board of Directors, Andover School of Montessori. 1994-1997

Served on Board of Directors, elected to Secretary position. Set-up and attended board meetings, prepared the meeting agenda, transcribed and wrote meeting minutes, collected and distributed materials and managed correspondence to and among the board, school and parents, coordinated board schedules and events, maintained all records and brought issues to the attention of the board as needed, to ensure smooth functioning of the board and school.

Hobbies and Interests

Walking, gardening, cooking and photography.