

# Teresa Mears

Michigan, United States

## Contact

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## Profile

**Objective** To obtain a creative and challenging position that enables me to gain valuable experience and improve upon the skills that I have gained as part of my academic and professional career.

## Education

<b>August 2009 – Present</b>	<b>Web Development – School of Computer Science</b> BAKER COLLEGE OF ONLINE GRADUATE STUDIES <i>Expectant graduation date – Winter 2012</i>
<b>January 2005 – May 2009</b>	<b>Web Design – School of Computer Science</b> LANSING COMMUNITY COLLEGE, Lansing, Michigan <i>(General Associates Degree December 2007 – Cum Laude)</i> <i>(Associate in Applied Arts Computer Graphics, Web Design May 2009 – Magna Cum Laude)</i>
<b>August 2002 – December 2004</b>	<b>Psychology - School of Social Science</b> MICHIGAN STATE UNIVERSITY, Lansing, Michigan
<b>August 2000 – July 2002</b>	<b>Psychology – School of Social Science</b> LANSING COMMUNITY COLLEGE, Lansing, Michigan

## Work Experience

<b>State of Michigan</b> <b>DIT Agency Services Supporting DMB and MCSC</b> <b>(Department of Management and Budget, Michigan Civil Service Commission)</b>	<b>Student Assistant/Technical Intern</b> <b>September 2008 to Present</b>
<ul style="list-style-type: none"><li>✓ Responsible for creation and upkeep of look and feel standard documentation utilized by Civil Service Commission (MCSC) web applications</li><li>✓ Provide one on one support to content authors of MCSC's public facing web site via code corrections, layout design and workflow approval</li><li>✓ Develop web based applications and web sites to client specifications utilizing State of Michigan Project Management Methodology</li><li>✓ Develop applications interfacing with HRMN and MIDB employee information databases</li><li>✓ Design graphics as directed for use within MCSC web pages, print documents and applications</li><li>✓ Maintain and troubleshoot department applications utilizing classic ASP and ASP.NET</li><li>✓ Heavy involvement in department wide re-engineering project developing .NET applications to replace paper driven processes (2010)</li><li>✓ Research and test new web based technologies for future use within department applications</li><li>✓ Upgrade applications developed in-house running on out of support frameworks to utilize current technology</li><li>✓ Modify and create web site directories on internet/intranet web servers running Windows Internet Information Services 6.0</li><li>✓ Responsible for design and implementation of public facing career fair attendance application as well as internally used training course registration application</li><li>✓ Received "Above and Beyond" award from MDIT Director Ken Theis for work on Alternate Work Schedule information website</li></ul>	
<b>State of Michigan</b> <b>DIT Agency Services Supporting DMB and MCSC</b> <b>(Department of Management and Budget, Michigan Civil Service Commission)</b>	<b>Student Assistant</b> <b>August 2005 to September 2008</b>
<ul style="list-style-type: none"><li>✓ Provided administrative support for staff of sixteen</li><li>✓ Prepared correspondence ranging from an audience of only a few to upwards of fifty involved parties</li><li>✓ Created electronic presentations for direct manager in addition to staff members as needed</li><li>✓ Scheduled meetings involving direct manager as well as other staff members and agencies as requested</li><li>✓ Ordered supplies for office area</li><li>✓ Forwarded and tracked invoices from outside vendors</li><li>✓ Tracked MCSC Analyst team's department assigned priorities</li><li>✓ Entered DIT Remedy Trouble tickets for DMB/MCSC Clients</li><li>✓ Completed DIT Remedy Trouble tickets as assigned</li><li>✓ Submitted required forms for staff members including network access, training, travel, time reporting changes, alternative work schedules, project implementation, etc.</li><li>✓ Tested applications under direction from both MCSC and DMB analysts</li><li>✓ Assisted with issue tracking and resolution for M1 (XP-Monitored) Migrations in both DMB and MCSC</li><li>✓ Assisted with Novell GroupWise upgrade, migration to Network Attached Storage visiting individual users</li><li>✓ Handled procurement paperwork as necessary for MCSC/DMB purchase orders</li></ul>	

- ✓ Gathered information, pricing, specifications on items to be procured
- ✓ Monitored/tracked PC equipment stock for staff, ordered new equipment/parts as necessary
- ✓ Created instructional documentation for tasks including several for the MI360 project, as well as smaller instructions sent via e-mail throughout both DMB and MCSC
- ✓ Completed various tasks as assigned from client entered internal request system

**State of Michigan**

**Student Assistant**

**DIT Agency Services Supporting MDOT**

**September 2002 to August 2005**

**(Michigan Department of Transportation)**

- ✓ Provided administrative support for staff supporting the Department of Transportation (over 100 employees)
- ✓ Prepared memos/documentation per instruction
- ✓ Distributed information via e-mail fax, maintain electronic files
- ✓ Scheduled meetings
- ✓ Kept staff phone list and mailing lists up to date for administrative support staff use
- ✓ Updated databases (data entry)
- ✓ Created daily/weekly reports for the Governor's Visions and Values survey (July-August 2004)

**State of Michigan**

**State Worker – Student Temp**

**MDOT Data Collection Team**

**June to August 2003**

**(Michigan Department of Transportation)**

- ✓ Responsible for operational and care of a State owned Vehicle
- ✓ Traffic surveys conducted on the Mackinac Bridge
- ✓ Data Collection for Traffic Studies on sites throughout the state

**Spencer Gifts Inc.**

**Sales Supervisor**

**June 2000 – January 2002**

- ✓ Stocked, cashier, sales, inventory, returns, exchanges, layaways
- ✓ Store maintenance, opening and closing operations, floor moves, promotional changes
- ✓ Checked in shipment of merchandise
- ✓ Train/Supervise Sales Associates

**Endorsements**

*"I had a chance to review the new Intranet site that was developed for alternate work schedules. In fact, I brought the entire MDIT Executive Team together this morning to see it. I understand that you played a key role in putting the site together and worked under tight deadlines to pull this off. Just an outstanding job and effort on your part. The site looks fantastic and received glowing feedback from the executives here within MDIT. Thanks for making us look so good and thank you for doing such a fantastic job on this project. Great work!"*

- Ken Theis, former Director of Michigan Department of Information Technology

*"I want to acknowledge the great service that Teresa provided to us in creating the new Civil Service banners that will be used at job fairs. The banners will be viewed by many thousands of job seekers and other employers and they are just beautiful. Teresa provided hundreds of photos for us to select from, and patiently worked with us while we narrowed the selections to just a handful. She was also coordinated with the Graphic Arts Designer at MDOT who created the banners. Teresa has a good eye for graphic layouts and was very efficient and helpful with this rushed project. Thanks again!"*

- Diane Earls, Civil Service Commission Executive Office

**Skill Set**

Familiar with several programming languages, software packages, concepts and technologies, including:

HTML/XHTML Adobe Dreamweaver	CSS MS Visual Studio (6.0,2003,2005, 2008)	JavaScript ASP, ASP.Net	XML VB, VB.NET
SQL (Query Language) Corel Painter	Adobe Photoshop MS Office Suite	Adobe Illustrator MS Visio	Flash, ActionScript (2 & 3) ARS Remedy
Windows 98, 2000, XP, Vista, 7	Apple OS	PC Troubleshooting	PC Repair

**References**

**References and work portfolio are available upon request.**