

## **Jennifer M. Riehle**

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### **Career Goal**

I would like to find a position that involves the design and creation of webpage's and uses the latest in programming languages and information technology. I am also interested in Computing Services and IT Education.

### **Education**

*Candidate for:* Bachelor of Science in Business Management: concentration in Information Systems Management  
North Carolina State University, 8/1997- present

#### *Relevant Courses*

- Networking
- Knowledge Management
- Introduction to Computer Science
- Marketing
- Business Policy and Strategy
- Writing for Businesses/ Technical Writing

### **Computer Proficiency**

#### *Software*

- Microsoft Office Suite
- Adobe Products: Acrobat, Photoshop, Elements, GoLive
- Macromedia Products: Dreamweaver, Fireworks and Flash
- Remedy Call Tracking System
- MySQL (limited)

#### *Operating Systems*

- Windows (all versions)
- Unix
- Linux
- Macintosh 9,X and Xdarwin

#### *Hardware*

- PC configuration and troubleshooting

#### *Network and Internet*

- Knowledge of HTML, DHTML and some Java and PHP
- Familiar with basic Networking concepts, routers, servers, Network protocols etc.

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### **Work History**

- 8/2000-present North Carolina State University Information Technology Dept.  
Computing Services Consultant- Senior Consultant (8/00)  
Technology Education Assistant (7/02)
- 7/2002-present Marit Web Design and Consulting  
Personal consulting, web design, repair and management
- 6/2002-2/2003 The Museum Company- Crabtree Valley Mall  
Sales Associate and Third Key (open and closing duties)
- 6/2001-12/2001 North Carolina State University Newspaper- 'The Technician'  
Staff Photographer
- 6/1997-6/2001 Village Gallery- Custom Framing and Gift Shop  
Clerk and cashier
- 5/1998- 8/1998 Raleigh Parks and Recreation  
Camp Director for the Playground Camp at Lake Lynn

### **Qualifications**

#### *Supervision*

- Directed 100+ children between the ages of 5 and 14
- Delegated responsibilities to and oversaw the management of 8 employees
- Guided incoming students through basic university computing skills

#### *Organization & Planning*

- Writing and teaching classes in MS Excel, HTML, Photoshop (Introduction and Advanced) and MS Publisher.
- Created and maintained new a series of new Training pages for incoming Helpdesk staff members; created and maintained several university documentation pages (Webmail program, FTP, Education Technology Registration etc.)

#### *Knowledge and Skills*

- Created several NCSU webpage's for university events
  - NCSU Open House: <http://www.ncsu.edu/openhouse>
  - ITD/ DELTA sponsored EDTECH: <http://www.ncsu.edu/edtech>
  - UNC CAUSE: <http://www.cause.org/cause03>
- Performed outstanding customer service skills in retail, education and business oriented markets
- Demonstrated ability to work within deadlines and meet quotas

## References

Chris King Help Desk Supervisor 2620 Hillsborough St. Rm 208 Raleigh, NC 27695 919-515-5431	Ryan Linn NCSU UNIX Systems Administrator 2620 Hillsborough Street Rm 209 Raleigh, NC 27695 (919) 513-4088 (919) 201-8442	Carole Saravitz, Ph.D. Assistant Director Phytotron NCSU Box 7618 Raleigh, NC 27695-7618 919-515-2778	Dave Albert LHS Band Director 4820 Leesville Rd. Raleigh, NC 27613 (919) 867-1448
HD manager- 2 years. Direct supervisor 8 months	Mentor, assists in instruction/ projects	Client	HS Band director. Known for 10 years

\*\*To view portfolio and other information, please visit my website at:

<http://www4.ncsu.edu/~jmriehle>

Thank you for your consideration!