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OBJECTIVE: To find a challenging position, with the possibility of advancement, where I can use my skills to benefit both the company and our customers.

QUALIFICATIONS

I enjoy challenges, am a quick learner, and always strive to expand my expertise. I strongly believe in finding ways to work more efficiently, while still maintaining a high level of quality. I am passionate about sharing knowledge with others. I am detail-oriented. I work well under either direct or minimal supervision, as well as with a group or individually. I am proficient with the use of Microsoft® Office and various web site development tools, and am familiar with Adobe® Creative Cloud software, for both the Windows and Macintosh operating systems.

EMPLOYMENT

Trek Bicycle Corporation Ascend RMS Software Waterloo, WI

December 2010-present | Technical Writer/Communications Specialist

- Write, publish, and maintain user documentation (online/web site, PDF, and print) for international Microsoft® SQL-based point of sale/retail management software suite in an Agile software development environment. Coordinate translation/localization for international locations.
- Maintain WordPress and Microsoft® SharePoint websites for both internal and external users in multiple countries.
- Collaborate with several teams from throughout the department and company to determine recommended user practices.
- Assist with planning and creation of additional user resources (e.g. training videos/courses and weekly blog posts).
- Assist with training new department employees and staffing the technical support call center.

April 2008-December 2010 | Support Technician

- Answer incoming customer calls and e-mails regarding services and billing.
- Train customers in proper and recommended usage of

point of sale/retail management software suite.

- Investigate abnormalities in customer databases (Microsoft® SQL-based). Coordinate required resolutions with second-level support and the customer.

Robert Half Technology

Middleton, WI

March 2008-April 2008 | Trek Bicycle Corporation | Ascend Support Technician

- Answer incoming customer calls and e-mails regarding services and billing.
- Train customers in proper and recommended usage of point of sale/retail management software suite.
- Investigate abnormalities in customer databases (Microsoft® SQL-based). Coordinate required resolutions with second-level support and the customer.

February 2008 | Network Engineering Technologies | Project Coordinator

- Coordinate installation dates/times with individual stores. Answer incoming calls from on-site technicians to log in and out of work sites.

DDS Staffing Resources/Medical Staffing Resources **Middleton, WI**

October 2007-January 2008 | HumanaOne | Customer Intake Specialist

- Contact customers for transfer to underwriter to complete interview for health insurance applications. Schedule callbacks when customer unavailable.

Wisconsin Newspaper Association

Madison, WI

January 2006-August 2007 | Clipping Bureau | Search Technician

- Prepare and digitally photograph incoming newspapers from throughout the state. Transmit images to consultants for inclusion in database.
- Search database for articles matching customer specifications. File copies of customer account details.

Sitel Corporation

Madison, WI

July 2003-November 2005 | Dispute Resolution | Customer Service Professional

- Investigate customers' concerns of incorrect billing, and perform corrections when necessary. Handle escalated and irregular corrections and disputes.

March 2000-July 2003 | DSL Setup | Subject Matter Expert/Team Manager Assistant

- Coordinate documentation and implementation of new/updated policies and procedures with the client. Train new and existing agents. Some backup management duties (e.g. monitoring agents' time, attendance, and daily work).
- Set up and modify customer accounts according to service changes. Investigate customers' concerns of incorrect billing, and perform corrections when necessary. Handle escalated and irregular corrections and disputes.

August 1999-March 2000 | Web Site Services | Customer Service Professional

- Answer incoming customer calls regarding services and billing.
- Set up and modify customer accounts according to service changes.

Halloween Express

Madison, WI

October 2000 | Customer Service

- Handle sales, stocking, returns, refunds, and replacement of merchandise.
- Answer in-store and telephone inquiries.
- Ensure store is adequately organized and clean.

Kmart

Madison, WI

April 1997-August 1998, April 1999-January 2000 | Customer Service

- Handle sales, stocking, returns, refunds, and replacement of merchandise.
- Answer in-store and telephone inquiries.
- Train new and existing cashiers.
- Ensure store is adequately organized and clean. Verify accurate register closing.
- Substitute for employees absent from other departments (including janitorial/receiving/food service).

Drake and Company

Madison, WI

September 1998-February 1999 | Epic Systems Corporation | Receptionist

- Answer and direct incoming inquiries via telephone, postal mail, and in person.
- Ensure adequate stock of office supplies, proper operation of office equipment, and coordinate necessary repair and/or re-ordering.
- Assist with copying, binding, etc. of documents for both internal and customer use. Ensure preparation of materials completed in time for scheduled training classes.

UW Madison Saturday Enrichment Program

Madison, WI

March 1997-April 1997 | Assistant Teacher

- Assist primary teacher with development, planning, and coordination of class plans. Take over classroom instruction when primary teacher unavailable.

EDUCATION

Moraine Park Technical College

Fond du Lac, WI

June 2015-present

- Web Site Coordinator Certificate (expected 2017)
- Information Technology – Web Designer/Developer Technical Diploma (expected 2018)
- Information Technology – Web Development & Design Specialist Associate of Applied Science Degree (expected 2019)

Madison College**Madison, WI***January 2004-May 2013*

- Web Site Development Certificate (2008)
- Courses toward Administrative Assistant Associate in Applied Science Degree
- Dean's List Fall 2007

DeForest High School**DeForest, WI***August 1994-May 1998*

- High School Diploma
- 5 years Spanish classes

SKILLS**Software & Frameworks**

- Microsoft® SharePoint
- Microsoft® Office suite (including O365 / Access & Visio)
- Adobe® Creative Cloud suite
- Microsoft® Windows (including Windows® 10)
- Apple MacOS / iOS
- Microsoft® SQL Server (including 2016)
- MySQL Workbench
- cPanel
- WordPress
- Bootstrap
- MadCap MadPak suite
- Adobe® RoboHelp
- Techsmith SnagIt & Jing
- SDL Trados
- Assima STT Trainer
- Sparc Retail
- TeamViewer
- Microsoft® Expression
- Google Analytics / Tag Manager
- Microsoft® Dynamics CRM
- Intuit QuickBooks®

Programming Languages

- HTML5
- CSS3
- PHP
- SQL

Processes & Procedures

- Web design (including SEO practices)
- Translation management & coordination
- Website localization
- Web analytics
- Software documentation
- Online help development & management
- Software training
- Customer service
- Technical support & troubleshooting (remote & in-person)
- Call center staffing
- Inventory management
- Retail best practices