**Kristi L. Ryder**

<http://cs.franklin.edu/~ryder02/ePortfolio/ePortfolio.htm> **­­­­­­­­­­­­­­­­­­­**

**Objective:**

To obtain a challenging and fulfilling position in Information Systems Technology, preferably with a focus on Database Administration, where professional and personal growth can be achieved by allowing me to demonstrate the education I am receiving and provide the opportunity for continued growth.

**Professional Summary:**

I am a hard-working focused individual, whom has a drive to succeed. In my past, I have tried several different types of employment. This has helped me decide what I like to do most which is working in an office environment, utilizing a variety of my skills. I am currently going to college for my bachelor’s degree in Management Information Science. I have an expected graduation date of May 2016. Below is a highlight of my combined school and work experiences:

**Management**

**Accuracy in data entry**

**Training personnel**

**Scheduling**

**Customer service**

**Accounting**

**Production control**

**Troubleshooting**

**Multi-tasking**

**Virus scan/ removal**

**Inventory reporting**

**SQL Server Administering and Querying**

**Windows 2000, XP Pro, 7**

**HTML and CSS**

**MS Office 2000-2010**

**Installing hardware/software**

**Access 2008**

**Visual Studio Programming and Data Access Solutions**

**Crystal Reports 1 & 2**

**Implementing Data Warehouse**

**Oracle Database 11g PL/SQL**

**Education and Training:**

* Currently attending Franklin University for my Bachelor’s degree in Management Information Science, Columbus, OH
* New Horizons for Certification Training and Tests. Fairborn, OH - ongoing
* Itt-Technical Institute, Associates degree in Computer Networking, Dayton, OH
* Bradford College of Business, coursework in Office Administration, Columbus, OH

**Certifications Include:** ITIL

**Professional Experience:**

**Temporary Associate December 2013 to February 2015**

**Adecco,** Saint Paris, Ohio General Labor

**IT Assistant January 2013 to June 2014**

**Catholic Social Services,** Dayton, Ohio

Getting experience with installing software, hardware, (including RAM, hard drives, and printers, etc.) trouble shooting, updates and experience with active directory, some experience with databases, and currently working on a project to move databases from Access to SQL Server 2008, provided technical support as needed, updated programs.

**Inside Classified Sales Specialist March 2012 to August 2012**

**Sidney Daily News,** Sidney, Ohio

Superior Excel spreadsheets, and learned proprietary and online databases to perform successful query searches, provided excellent customer service for companies and individuals, ability to counsel customers to get the best value for their advertising dollar, prepared excellent Power Point presentations

**Bar Tender August 2010 to March 2011 Whitey’s Tavern,** Springfield, Ohio

I provided excellent customer service.

**Store Manager February 2010 to January 2012**

**Check N Go,** Springfield, Ohio

Used both in store and nationwide databases to query customers. Provided superior customer service to customers of a diverse nature, followed established policies and procedures, was able to check connectivity and help with specs of equipment to fix hardware/software problems as needed. I ordered supplies within a budget, provided leadership to store employees, coordinated and maintained store staff schedules, ability to maintain high audit scores.

**Tech Squad March 2010 to July 2011**

**Itt-Technical Institute,** Dayton, Ohio

Reset student accounts, unlocked accounts as needed, trouble shooting on school and student computers for connectivity, viruses, and other issues. I performed virus scans and removals, as well as backing up student and school computer files. I installed new operating systems and drivers for student and school computers.

**Temporary Employment September 2009 to December 2009**

**Arc Staffing,** Springfield, Ohio

Production control, where I provided excellent customer service, made schedules for the production floor, according to demands. Inventory reviews daily, Excel spreadsheets, Power Point presentations, and data entry. Outstanding attendance

**Cashier March 2009 to October 2009**

**Dollar General,** Springfield, Ohio

I worked full time as a cashier where my attendance was excellent, excellent customer service able to work with people of a diverse nature.

**Entrepreneur February 1999 to September 2010**

**Independent Contractor,** Several locations

Ability to stay within budgetary constraints and used effective listening skills to provide excellent customer service, negotiated contracts for leases of space, excellent time management skills, and ability to relate to people of all income levels.

**Professional Portfolio upon Request**

**References Available Online with my** [**E-Portfolio**](http://cs.franklin.edu/~ryder02/ePortfolio/ePortfolio.htm)