

Aimee H. Shaw

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OFFICE SUPPORT SPECIALIST

Problem-Solving / Troubleshooting / General Office Practices / Improvement Processes

A results-oriented professional with 23 years experience in office support services. Diverse background includes the ability to identify areas of strength and weakness and demonstrated motivation of staff to maximum productivity through the most effective uses of manpower and available resources. Reputation for effective team management, strong organizational skills, pay critical attention to detail, and exceptional multi-tasking capabilities with effective time management techniques. Expansive thinker with outstanding record of achievement in problem-solving and troubleshooting both software and hardware issues. Recognized for reliability and 'getting the job done' through persistence and a strong work ethic.

SUMMARY OF QUALIFICATIONS

- Able to instill vision to achieve company goals and surpass production expectations while maintaining quality and customer service integrity through total quality management
- Successful in developing improved processes to meet short and long term objectives
- Able to establish and maintain a team-spirited environment through a positive and proactive leadership style
- Proven abilities in project coordination, team building, creativity, and improving efficiency of operations

PROFESSIONAL EXPERIENCE

THE COLUMBUS PACKET 2005 to 2010
Responsible for designing display and classified ads, hardware/software consultation and support, and billing.

ADVERTISING MANAGER/BUSINESS MANAGER

THE COMMERCIAL DISPATCH 2001 to 2005
Responsible for designing display and classified ads and special sections, as well as hardware/software consultation and support.

GRAPHIC ARTIST & TECHNICAL SUPPORT

Accomplishments include:

- Recommended and implemented several software and hardware upgrades that promote optimal use of computer resources
- Successfully meet or exceed all production goals, targets and deadlines
- Participate in research and special projects as needed

YELLOW BOOK USA 1996 to 2001
Received subsequent promotions and maintained a 40 hour work week average throughout a five-year tenure.

MAC SYSTEMS ANALYST • 2000-2001

Provided problem-solving and troubleshooting skills, as well as software and hardware consultation and support for both Macintosh and PC platforms. Also participated in research and special projects as needed.

- Consistently earned above average ratings on performance evaluations
- Recommended and implemented several software and hardware upgrades that promoted optimal use of computer resources
- Provided valuable input to the Server Engineering Team to help resolve a network traffic issue
- Researched and implemented ethernet network (TCP/IP) integration changes to both Windows NT server and Macintosh workstations for improved efficiency
- Provided telephone technical support to offices in Pennsylvania utilizing Mac systems
- Researched and implemented the conversion process of all advertisement data to PDF format
- Member of 'Morale-Boosting' Committee for two consecutive years

YELLOW BOOK USA Continued...

1996 to 2001

GRAPHICS DEPARTMENT TEAM LEADER • 1998-1999

Supervision of three team members; responsible for all display advertising and specialty spot aspects of producing 10 telephone directories throughout the year. Accomplishments throughout included:

- Made the transition from Graphic Designer to Team Leader in less than one week
- Successfully met or exceeded all production goals, targets and deadlines
- Quarterly averages were 157% above Department average
- Team successfully handled 39% of the total ads produced, within 33% of the books
- Improved overall team productivity and stability within first quarter
- Reduced error charges from commercial printer by over 50%
- Conducted weekly meetings with all team members to improve communication, build a team-spirited environment, and improve job performance
- Integral consultant/trainer in the conversion and implementation of the new Directory Advertising System (DIAD)
- Significant asset to IT team in diagnosing and solving system and network problems
- Received numerous Golden Triangle Advertising Federation 'Addy' awards for directory advertisements and cover design
- Successfully promoted and trained a co-worker from another department to become a strong contributor and eventually my successor as Team Leader

GRAPHIC DESIGNER • 1996-1998

Responsible for designing display ads, coupons and menu guides, as well as pagination of advertisements in nine individual telephone directories.

- Learned graphic design software and Mac system very quickly, with no prior experience to either
- Set or exceeded production goal for the department
- Evaluated by co-workers and supervisors as cooperative, dependable and a self-starter
- Recommended several procedure improvements that were implemented
- Received several Golden Triangle Advertising Federation 'Addy' awards for telephone directory advertisements
- Won *Most Valuable Graphics Employee of the Year* for 1998

KWIK KOPY PRINTING

1992 to 1996

DESKTOP PUBLISHER/LAYOUT & DESIGN ARTIST

Responsible for typesetting and layout design; as well as the production of halftone/pmt images. Assisted at the front counter when needed, answered the telephone, wrote up orders and assisted the customers with various design/layout questions. Designed business cards, forms, letterhead and envelopes, invitations and postcards, brochures, reunion booklets, small inventory booklets and guides.

TENNESSEE-TOMBIGBEE WATERWAY DEVELOPMENT AUTHORITY

1988 to 1992

SECRETARY/RECEPTIONIST

Responsible for answering the telephone, greeting visitors, typesetting, maintaining a quarterly staff activities report, correspondence to the Senate and House of Representatives, and assisted others as needed. Designed various event flyers and brochures.

EDUCATION & TRAINING

1988 Graduate of Caldwell High School - Columbus, Mississippi
Won first place in District and State Machine Transcription Competition while member
of Future Business Leaders of America during senior year

Relevant Coursework / Seminars:

Typing I, II, III / Business Communications / Intensive Business Machines / Accounting I and II
Management Leadership Workshop / Macintosh Troubleshooting Seminar

Computer proficient in Quark XPress, Adobe Pagemaker, Photoshop & Illustrator, Macromedia Freehand, Microsoft Word,
Microsoft Excel, Word Perfect, Lotus 1-2-3 as well as various CD Burner programs, Font, FTP and Pre-flight Utilities
on both the Macintosh and PC platform.

PERSONAL INTERESTS

I am self-taught at advanced HTML website building. Samples of my work can be seen at my website:
• <http://www.ashawdigitalcreations.com>

REFERENCES:

Pat Hawkins-Brown
Retired
136 Forest Glen
(662) 329-8785

Susan Mackay
Owner/Manager
Party & Paper
(662) 329-4873

Agnes Zaiontz
Administrative Assistant
Tennessee-Tombigbee Waterway
Development Authority
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Ginger Sparkman
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Thank You For Your Time - I Look Forward To Hearing From You Soon
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