

ERIE COUNTY TECHNICAL SCHOOL

PROPOSED AGENDA ITEM

DATE: July 28, 2005

SUBJECT: Networking Instructor

CATEGORY: Operations: Policy: Information: Personnel: **X**

INITIATED BY: Natalie Fatica, Coordinator of Human and Quality Resources

DESCRIPTION:

Due to the resignation of Samuel Mehler there is a vacancy in the position of Networking Instructor for the 2005-2006 school year. ECTS administration recommends hiring Phylis Zimmermann as a replacement for Samuel as half-time Networking Instructor, half-time Technology Technician. (see attached résumé)

RECOMMENDATION:

Motion to employ Phylis Zimmermann as half-time Networking Instructor, half-time Technology Technician at step 8 column A/B with the salary of \$ 37,308 for the 2005-2006 school year.

PHYLIS ZIMMERMANN

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Erie, PA 16508

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EMPLOYMENT

May 2004 – Feb 2005

Brake Parts Inc. - Erie - Remote Site Manager

Erie/North East, PA

- Managed and operated local enterprise software, packaged software, Intranet and all hardware - including servers, LAN's, PC's, and other peripheral devices, as well as communication lines.
- Provided 24/7 support for local user community utilizing VPN Client, MS office suite products, Lotus Notes, Datastream, DataFlex, corporate enterprise systems and the Novell network.
- Responsible for the installation and upgrade of corporate and local enterprise software and computer equipment.
- Insured all computer system back-ups were performed timely and maintained at/in appropriate storage.
- Performed preventative maintenance for all PC's and printers.
- Conducted on the job training for the user community for software and hardware.
- Contributing member of several projects and/or teams improving the overall work environment.
- Maintain company logs for MIS equipment and software.
- Created technical instruction documentation for both local and corporate enterprise systems.

July 2001 - Jan 2003

Saginaw Valley State University - Technology/Computer Instructor

University Center, MI

- Instructed teachers and future teachers in technology and computer skills.
- Developed state of the art teaching tools and teaching practices in line with the State of Michigan education standards and benchmarks alongside K-12 teachers and higher education professors.
- Conducted training and created/provided documentation to mid-Michigan K-12 teachers in desktop applications, such as WordPerfect, Print Shoppe and MS Office products, including Word, Excel, PowerPoint, Publisher, FrontPage, Access, and the Internet.
- Developed and implemented training procedures for specific "Internet Content for the Classroom" sites for all levels of mid-Michigan teachers and future teachers.
- Certified "Marco Polo" instructor. (Marcopolo-education.org)

Jan 2000 - May 2000

Chicago Title Insurance Company - Systems/File Auditor

Dallas, TX

- Responsible for auditing guaranty files, both automated and hard copies.
- Conducted cross-office training of personnel for a more efficient staff and a more effective, professional customer service group.

Aug 1991 - Dec 1999

Chicago Title Insurance Company - Communication Services Officer

Dallas, TX

- Led corporate/local (Dallas-Fort Worth metroplex) projects and initiatives, specifically in regard to workforce change, employee morale, team building, communication systems and management reporting systems.
- Managed and operated the company specific software, packaged software, web page and all hardware - including mainframe, LAN's, PC's, dumb terminals and other peripheral devices, and communication lines.
- Responsible for the installation and upgrade of office software and equipment.
- Managed and the company training room facility.
- Coordinated, conducted and oversaw the computer training of all new employees for company specific software, packaged software and the Internet.
- Coordinated, conducted and oversaw the computer loopback training and personal training for existing personnel, at all skill and management levels.
- Supervised the system administrator, insuring all computer system back-ups were performed and coordination between the corporate office and local users were arranged for site-specific upgrades.
- Managed customer support call center for a 300 person user-group community.
- Point person for the analysis of office specific issues, including software, hardware and workflow.
- Developed customer productivity reports and customer evaluation reports for upper management.
- Developed and implemented site-specific communication tools to assist in generating office enthusiasm.

- Oct 1988 - Aug 1991** **Chicago Title Insurance Company - Team Leader/Senior Trainer, IS** **Chicago, IL**
- Project leader, and as part of a team, responsible for the installation, conversion, implementation, document creation, data population and training of office personnel to an upgraded national computer software program and hardware system. (Site locations: Dallas, TX; Alameda, CA; Sacramento, CA; Bloomington, MN, Chicago, IL)
 - Conducted cost benefit analysis and workflow analysis for local offices throughout the Chicago area, mid-west and northeast United States.
 - Chief Customer Support Analyst for the corporate, national call center.
 - Created technical user support manuals.
- Apr 1987 - Oct 1988** **Chicago Title Insurance Company - System Administrator** **San Antonio, TX**
- Responsible for the system data population.
 - Conducted training of the local user community.
 - Performed local system data backups.
 - Coordinated and performed system upgrades.
- Aug 1984 - Apr 1987** **Texas Title/Chicago Title Insurance Company - Escrow Assistant** **San Antonio, TX**
- Escrow Production Assistant responsible for all facets of the guaranty closing files from opening the file, ordering legal and other pertinent documents, receipt of monies, escrow closing and guaranty policy generation.
- EDUCATION**
- Aug 2004 - Dec 2005** **Manufacture's Association of NE Pennsylvania** **Erie, PA**
- **Certificate of Completion** for Access 2000: Introduction to Application Development
 - **Certificate of Completion** for Access 2000: Module II
 - **Certificate of Completion** for Access 2000: Advanced
- Sept 2001 - Apr 2002** **Saginaw Valley State University - Seminars and In-house Training** **University Center, MI**
- Completed training and obtained certification for *MarcoPolo, Internet Content for the Classroom*, an Internet teaching tool.
 - Completed and earned certificate for *Teach for Tomorrow* (TfT), an Internet teaching tool.
 - Attended continuing education for an array of computer applications.
- Oct 1988 - Dec 1999** **Chicago Title Insurance Company - Corporate In-house Training** **Dallas, TX/Chicago, IL**
- Attended and completed management *Training for Corporate Initiatives, Human Resources for Managers* seminars and various other workplace seminars.
 - Participated in management leadership retreats and team building retreats.
 - Conducted and reported on in-house focus groups as well as other employee morale and team building activities.
- May 1995** **New Horizons Computer Learning Center** **Dallas, TX**
- Received certification for Introduction to Networking.
 - Earned Novell DOS/Microcomputer Concepts Certificate.
 - Earned Novell 520 NetWare 4.0 Administration Certificate.
- Sept 1983 - May 1984** **San Antonio College** **San Antonio, TX**
- Completed one year of undergraduate studies.

RECOGNITIONS

- Letters of accommodation regarding the high level of professionalism for the implementation of computer systems throughout the United States.
- Letters of accommodation regarding professionalism for teamwork and forward thinking for employee morale and change systems.
- Nominated for the Texas Land Title Association Outstanding Young Title Person Award in 1996.

ACCOMPLISHMENTS

- **Created *Facts-by-Fax*** - A weekly fact sheet used as a management resource tool providing employees with project updates and company information.
- **Created and edited *Chicago Title TALKS*** – A monthly newsletter used to inform and spotlight local company workforce and activities. A fantastic opportunity to boost employee morale and a resource for managers, management leadership retreats, and team building retreats.
- **Continuously achieved** designated company initiatives to maintain and exceed profitability and market share goals for the 33 Dallas-Fort Worth metroplex locations.
- **Co-created *Horizon Information Services*** - A demographic computer system designed to target potential homebuyers, customized for real estate agents.
- **Co-created *HomeStory*** - A cutting edge television campaign of a selected group of sponsors who are/could be a part of the home buying or home building experience, sold to Dallas' ABC television affiliate, WFAA Communications.
- **Co-created *Young Lions*** - A residential real estate program conceived to enhance and increase the real estate agents' productivity by employing technology, prospecting presentation, business planning, testing, tracking and accountability. Sold the program to the Greater Dallas Association of Realtors, Inc.
- **Trained** real estate agents PC/laptop basics.
- **Taught, created and provided** training materials for the PowerPoint section of the program.