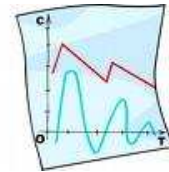


MICHELLE HRYVNAK – DAVIES

DATA ANALYSIS, COMPUTER/INTERNET SUPPORT SPECIALIST



Email: mhryvna@gmail.com

OBJECTIVE

To pursue a meaningful position with ample opportunity for future growth stemming from diligent work and my ability to rise to goal-specific challenges.

AREAS OF EXPERTISE

- | | | |
|------------------|-------------------------|---------------------------------|
| ●Crystal Reports | ●Microsoft Office Suite | ●Windows 3.11-Vista OS |
| ●Remedy | ●Mac Operating Systems | ●HTML/PHP/MySQL/RTML/JavaScript |
| ●TCP/IP | ●Computers/Internet | ●Blogging Software |
| ●Data Analysis | ●KPI Reporting | ●Technical Support/Help Desk |
| ●Visual Basic | ●Telco Provisioning | ●Telco Billing Systems |

INTERNET/COMPUTER SUPPORT EXPERIENCE

Solid Cactus, Inc.

03/10/2008-05/06/2008

Tech Support Engineer

Reason for Leaving: Downsizing, position eliminated due to lack of work.

Maintain excellent relationships with clients while responding to calls/email messages in a prompt and efficient manner utilizing strong customer service skills.

- Provide support for all of Solid Cactus's E-Commerce products including standard and custom RTML programming
- Troubleshoot and perform quality assurance checks on code such as HTML, Javascript, RTML, PHP, MySQL on client webpages.
- Act as a support point for Feed Manager and Feed Perfect
- Analyze support requests and develop or request documentation to reduce inquiries.
- Work closely with other departments to ensure client needs are met or exceeded.
- Assist Training Department with documentation and training as needed.

epix Internet Services

2000-2004

Customer Support Technical Level 1 & 2

Acting DSL & Highspeed Circuit Provisioning

Reason for Leaving: Promotion to Business Analyst

Answered and diagnosed customer calls/email messages in a prompt and efficient manner utilizing strong customer service skills. Troubleshoot a wide variety of Internet connectivity problems over PC and Mac platforms.

- Worked in a team environment researching new Internet/telecommunications technologies as they developed.
- Responsible for IP assignment for DSL and Highspeed Customers, familiar with subnetting.
- Familiarity with DSL/T1/Frac T1 technology and provisioning, including troubleshooting connectivity problems, setting up installations, and acting as a liaison between the customer and engineers.
- Acted as a correspondent for the "CTE Connection", an inter-company newsletter

- published by and for employees.
- Recipient of the 2003 CTE Company Excellence award for assistance in developing a new website for epix Internet Services
- Received the highest number of customer compliments in the 9 year history of the epix organization.

DATA ANALYSIS EXPERIENCE

Frontier Communications Solutions (formerly Commonwealth Telephone Company)

2004-10/31/2007

Business Analyst ILEC (CTCo)

Business Analyst CLEC (CTSI)

Reason for Leaving: Company merger, causing elimination of duplicate corporate functions.

Worked alongside a team of two other co-workers to produce daily, weekly, and monthly key performance indicator reports for management utilizing Crystal Reports, MS Excel and MS Access.

- Review and analyze daily and monthly sales and operations statistics, noting significant statistical changes and trends.
- Provide support for various departments and levels of management for research, analysis and ad hoc reporting as requested.
- Monitor data systems to ensure data integrity and accuracy through periodical audits.
- Retrained from ILEC (CTCo) Reporting to CLEC (CTSI) Reporting in May 2007 after downsizing occurred, saving the company revenue by not hiring new, temporary employees or relocating existing employees.
- Working knowledge of CICS, Passport Data Warehouse, Access Care, Infranet, ACD, Powerbuilder, and Remedy. Advanced MS Office, Brio, and Crystal Reporting skills.

Liberty Business Information

1999-2000

Data Entry

Reason for Leaving: Left LBI after receiving a job offer at epix Internet Services.

Typed forms into the computer system while maintaining speed and accuracy to meet or exceed management's goals.

EDUCATION

Pocono Mountain School District

1993-1999

Activities and Club Memberships: National Honor Society, Chorus, Environmental Club, SCEAP, Project Norway (exchange student program)

Monroe County AVTS

1996-1999

Attended Monroe County AVTS simultaneously as Pocono Mountain. Enrolled in the Computer Technology program and received a Certificate of Completion at the end of the program. Additionally, received a State Certification in Computer Programming from National Occupational Competency Testing Institute (NOCTI) upon successfully completing a skills test.

- Studied Visual Basic, HTML, Microsoft Office Suite, Word Perfect Suite
- Participant in the Professional Development Program and Junior Achievement
- Member of the Student Public Relations Committee
- Participated in Vocational Industrial Clubs of America (VICA), and placed second at VICA District Competitions for Computer Technology two years in a row.
- Aided in the design of MCAVTS's first website, as well as created the website for MCAVTS Adult Continuing Education Program.

Company College.com

2006-2007

Online company offered benefit to employees through CTE. Took online classes related to Microsoft Word, Microsoft Access, Microsoft Excel, Crystal Reports, Advanced Windows 2000 Support.

OTHER RELATED SKILLS

- Developed and maintain www.agnesinnepa.org website – a virtual museum of the 1972 Agnes Flood in the Wyoming Valley.
- Member of the Occupational Advisory Committee for Monroe County AVTS
- WYOU Skywarn NWS Weather Watcher
- Member of POWER! – “Professionals Organized & Working to Enrich the Region”, a division of the Great Valley Technology Alliance.
- Two years of knowledge in the Spanish Language.
- Co-collaborated with author Lou Orfanella writing original poetry pieces which were published in his books **“Allurements and Lamentations”** and **“Excursions: Poetry and Prose”**.

REFERENCES

Donna Wolfe, President

D. Wolfe Consulting, Inc

Email: donna@dwolfe.org

Mike Burnside, Executive Director

Cultural Council of Luzerne County

Email: cclcarts@gmail.com

Nancy Tkatch, Superintendent

Northwest Area School District

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