

MAUREEN G. RASMUSSEN

moerasmussen@yahoo.com
Cell: (716) 771-9887

OBJECTIVE

To obtain challenging and rewarding employment in the ever growing technical field.

CAREER PROFILE/ACCOMPLISHMENTS

- Seasoned professional, with outstanding customer service skills.
- Excels at communicating both written and verbally.

EXPERIENCE HIGHLIGHTS

Jacobs Technology – Help Desk Analyst 2005-2007

- Technical support for enterprise software to NASA customers.
- Troubleshooting and analyzing integrated financial software.
- Created help tickets in response to electronic, and phone requests from customers in Microsoft Team Foundation Software.
- Supported customers request for general changes and security issues for Oracles PeopleSoft human resources software. Software testing for developers through the SDLC. Weekly status reporting to supervisor for team through Excel charts.
- Travel coordinator for department of 15 personnel.
- Administrative support to department of 15 and other executive personnel when needed.
- Performed general maintenance on internal website for publishing new documents and re-branding efforts. Created and revised policy and procedure documents for department. Responded to Sarbanes Oxley and Ernest and Young audits.

Jacobs Technology – Accounts Payable Clerk 2000-2005

- Prepared approximately one million dollars in payment to subcontractors and vendors per week.
- Implemented quality controls for internal controls in response to self implemented audit of payment processing.
- Created and revised several policies and procedures in response to constant DCAA, ISO, and Sarbanes Oxley audits.
- Responded to constant audits from DCAA, providing material requested in electronic and physical form.
- Updated payment processing to be 95% electronic to reduce chance of human errors. Created spreadsheets in Microsoft Excel to report processing effectiveness to Finance manager.
- Created and presented to audiences of 15 or more power point presentations.

Jacobs Technology – Quality Secretary 1999-2000

- Performed secretarial and clerk duties as assigned for the manager of the Quality Division.
- Trained in quality auditing.
- Performed 3 assisted audits and one un-assisted. Travel Coordinator for department and executive personnel.

Prodigy Inc. – Moderator 1994-1997

- Supervised shift staff of 5-7 persons for timekeeping and work assignment purposes. Performed in depth analysis and reporting of technical billing and usage errors of internet software.

- World wide chat host, supervised chat rooms for customer agreement violations.

United States Navy – Yeoman, Honorable Discharge

1988-1994

- Chief of Naval Operations, Public Affairs Office, Pentagon, Arlington, VA (clerk)
- Defense Technology Security Administration, Army Navy Drive, Arlington, VA - Deputy Under Secretary of Defense (executive secretary)
- Armed Forces School of Music, Naval Amphibious Base, Little Creek, VA (student)
- Special Boat Squadron TWO, Naval Amphibious Base, Little Creek, VA (Yeoman to Commodore)
- USS Hunley AS-31, Naval Operational Base, Norfolk, VA (Master-At-Arms) (Legal Yeoman)
- Transient Personnel Unit, Naval Operational Base, Norfolk, VA (Yeoman to Commanding and Executive Officers)

OPERATING SYSTEM & ENTERPRISE SOFTWARE SKILLS

Microsoft Excel, Microsoft Word, Microsoft Access, Oracle PeopleSoft, JAMIS, Hermes, HTML, Microsoft PowerPoint, Microsoft Office. Microsoft Team Foundation Server/Suite. Knowledge of SQL, and VB.

EDUCATION AND TRAINING

2003 **Master of Arts**

Major: Computer and Information Technology Management
Webster University

1997 **Bachelor of Science**

Major: Sociology/Cultural Anthropology, Criminology/Criminal Justice
East Tennessee University