



Overview

- DIVERSE skills background prior to nursing career, bringing business competency, computer/networking, project management, teaching and training to the position.

Key Words
software documentation use technical
business user develop interface
network manage

Objective

- To continue to grow a strong foundation of nursing skills, and a diverse, marketable background for the future, while balancing work life with the needs of my family.

Similar Resumes

Employment History

- 10/2008-Present **Kadlec Regional Medical Center** Richland, WA
Staff RN, Acute Care Services
- RESPONSIBLE for primary care of 5-7 patients.
 - PLAN and implement patient care
 - COMMUNICATE effectively with members of the healthcare team, patients and family.
 - SUPERVISE nurse assistants.
- 02/2005-05/2005 **Dorian Studios** Kennewick, WA
Cashier, Part time
- This was a part time job that I took once I had decided on a career direction and was preparing to return to school. It is my only work reference in the last 5 years, other than my current position.
 - RESPONSIBLE for cash receipts and customer service freeing photographers to direct their attention to photography. Typical settings were school pictures but also included school dances and senior photo shoots.
 - ASSIST photographers with equipment setup and takedown.
- 08/1999-08/2001 **Alcatel Internetworking (was Packet Engines)** Spokane, WA
Senior Technical Writer
- CREATE original documentation for new Gigabit networking products using Pagemaker and Adobe Illustrator, in a print-ready format.
 - PUBLISH documentation in both hardcopy and Adobe PDF format for distribution to customers on CD-ROM.
 - PROOFREAD proposed marketing literature for readability and provide suggestions to author to ready for worldwide publication.
 - CREATE hardware and software documentation for high-speed switches, including documentation of a graphical user interface, and state-of-the-art routing protocols and command line hierarchy.
 - ANALYZE new software releases for updates to existing documentation.
 - CREATE processes and tools to speed these updates.
- 05/1998-08/1999 **Packet Engines/Alcatel Internetworking** Spokane, WA
Level III Network Support Engineer
- RESPONSIBLE for troubleshooting complex networking hardware and configuration problems on an international scale, oftentimes recreating customer networks in our network laboratory.
 - PROVIDE around-the-clock international technical support on a rotating on-call basis with four other engineers.
 - TRACK open calls using Seibel call tracking system.
 - INTERACT with firmware and software developers, when necessary, in resolving faults in very complex hardware and firmware systems.
 - INTERACT with technical writers in the documentation and clarification of networking hardware or software issues.
- 02/1997-03/1997 **Lockheed-Martin Services** Richland, WA
Systems Analyst/Programmer
- TROUBLESHOOT AND REPAIR system faults in production software in use on the Hanford site.
 - DOCUMENT software changes for user and future analysts who may work on the

system, to the extent that they are affected.

03/1995-01/1997 **Creekwood Consulting** Kennewick, WA

Owner, sole employee

- PROVIDE computer hardware, software, and network support for small and medium sized businesses, and individuals.
- MANAGE accounts receivable, billing, and other day-to-day operations of a small business.
- INTERACT with customers appropriately in representing the company favorably to customers.

04/1991-02/1995 **Hanford Environmental Health Foundation** Richland, WA

Systems Analyst/Programmer

- ANALYZE business processes with the goal to streamline and improve them.
- DEVELOP software based on FoxPro and later Microsoft Access.
- MANAGE projects related to improvements in business processes.
- WRITE documentation for improved business processes.

01/1985-04/1991 **Boeing Computer Services, Richland** Richland, WA

Systems Analyst/Programmer

- DEVELOP user interface software in Pascal and later C.
- DEVELOP low-level networking routines for use in user interface software.
- MANAGE projects using Boeing Computer Service proprietary software and Microsoft Project.
- WRITE original technical documentation for application programming interface routines.

06/1984-08/1984 **Boeing Computer Services, Richland** Richland, WA

Systems Analyst/Programmer

- DEVELOP dynamic user interface software for use sitewide at Hanford.

05/1983-08/1983 **Boeing Computer Services, Richland** Richland, WA

Instructor

- TEACH employees on the Hanford site how to use business graphics software.
- TEACH employees on the Hanford site how to use electronic spreadsheet software.

09/1980-08/1981 and 09/1982-04/1983 **Alpha Computer Systems** Kennewick, WA

Sales Assistant

- ASSIST company staff and sales personnel how to use various software packages.
- ASSIST customers with questions related to personal computers, peripherals and software packages.
- TROUBLESHOOT and repair of computer problems.

Education

06/2005 - 06/2008 **Columbia Basin College and CBC School of Nursing** Pasco, WA
ADN, Nursing

09/1979-12/1984 **Washington State University** Pullman, WA
Bachelor of Arts, Business Administration

Others Skills and Certifications

- BLS 2008-present
- ACLS 10/2008-present
- ISO9000 Certified in the past
- PROGRAMMED in the past in C, C++, Pascal, BASIC, Visual Basic, 6502 assembly language
- Vast software package experience in the past, including MS-Project, MS-Powerpoint, MS-Excel, MS-Word, Adobe Pagemaker, Adobe Papermill, and others
- Bilingual English-Spanish, used conversationally on a daily basis since 1998, considered bi-cultural by Hispanic community leaders.



