Jeff Jewell

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Overview

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

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.

Key Words

software documentation use technical business user develop interface network manage

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.