

# Amanda Charles

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**OBJECTIVE:** To use my knowledge of and interest in Information Technology to increase community access to and awareness of digital information resources.

**EDUCATION:** UCLA, M.L.I.S.  
Bryn Mawr College, Bachelor of Arts Degree in History

**WORK EXPERIENCE:** **Internship at Pasadena Public Library**  
March 29, 2010-June 1, 2010  
Helped design and create content for online reference site for Pasadena Municipal Employees using Camtasia and Dreamweaver.

## **High Impact Games**

*Assistant to the Financial Controller,*  
November 2007 – November 2009  
Administrative tasks on a part-time basis.

## **UCLA Graduate School of Education and Information Studies**

*Media Information Technology Lab Assistant*  
September 2008– June 2009  
Staffed desk at the GSE&IS building lab, helped students with computers as necessary. Worked on special projects.

## **GMAC-RFC**

*Administrative Assistant*  
March 2006 – March 2007  
Maintained deal library, inventory records and departmental calendars; created and monitored IT requests; wrote official procedures for my position; coordinated travel arrangements; coordinated agendas and took minutes at managerial meetings; tracked associate vacation and leave; researched and reported on various topics at the request of management; created, tracked and filed expense reports on behalf of associates and the department; data entry; filing; ordered supplies.

## **GNP Computers,**

*Associate Business Systems Analyst*  
August 1999 – October 2004  
Oracle 9iAS Web Portal Content Manager for GNP's Customer Support department. Performed business process analysis to help set up web portal, and project tracking to see it through to completion. Helped set up ticket tracking system. ISO Auditor. Documented all procedures. Trained GNP associates to use portal. Created and maintained Customer Support Internet and Intranet pages and annual online customer survey.

**COMPUTER SKILLS:** Windows, Mac, Linux. Software: Microsoft Office, Adobe Creative Suite, HTML, php, Oracle 9iAS Portal Content Management