

# 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:** **Currently pursuing M.L.I.S. at UCLA**  
**Bachelor of Arts Degree in History, *cum laude*, 1998**  
Bryn Mawr College, Bryn Mawr, PA

**COMPUTER SKILLS:**

Adobe Dreamweaver	Microsoft Access
Adobe PhotoShop	Microsoft Office Suite
Agile revision control software	Microsoft Visio
HTML	Open Office Suite
Limited php applications	Oracle 9iAS Portal Content Manager

**COURSEWORK:**

- IS289-3 Digital Collections Development**, Winter, 2010 (in progress)
- IS274 Database Management Systems**, Winter, 2010 (in progress)
- IS464 Metadata**, Winter, 2010 (in progress)
- IS289-2 Reader's Advisory**, Summer 2009
- IS245 Information Access**, Summer 2009
- IS289-1 Grant Writing**, Summer 2009
- IS425 Children's Services**, Spring, 2009
- IS201 Ethics, Diversity & Change**, Spring, 2009
- IS203 Intellectual Freedom**, Winter, 2009
- IS234 Children's Literature**, Winter, 2009
- IS270 Information Technology**, Winter, 2009
- IS275 Cultural Information Sources**, Fall 2008
- IS260 Information Structures**, Fall 2008,
- IS200 Information in Society**, Fall 2008

## WORK EXPERIENCE:

**September 2008– June 2009**, *Media Information Technology Lab Assistant*  
*UCLA Graduate School of Education and Information Studies*  
Staff desk at the GSE&IS building lab, help students with computers, as necessary. Work on special projects.

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

**March 2006 – March 2007** GMAC-RFC, Burbank, CA  
*Administrative Assistant*  
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.

**August 2005 – March 2006** Venturi Staffing, Glendale, CA  
*Temporary Clerical Work*

Held various temporary clerical positions, including three and a half months at GMAC-RFC prior to being hired full time in March, 2006.

**June 2005 – August 2005** Apple One, Glendale, CA

*Temporary Clerical Work*

Various temporary clerical positions.

**August 1999 – October 2004** GNP Computers, Monrovia, CA

*Associate Business Systems Analyst*

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.

References and additional work history available on request.