

Ms. Laura B. Francis

P.O. Box 1171, 304 Pine Hill Loop
Bastrop, Texas 78602
redheart11@yahoo.com
(512) 704-7574 Home
(512) 308-2331 Cell.

Skills and Experience:

Over 20 years of clerical and retail customer service experience
15 years of web site and graphic design experience
10 years of public library database and customer service experience
7 years of experience with retail visual merchandising and signage
8 years municipal government web site design and maintenance experience
5 years of home health care experience with the disabled and elderly
2 years library reference desk and Internet research experience
2 years data entry and word processing experience
1.5 years experience online store order processing and customer support by chat, email and phone
1 year experience cGMP/SOP auditing; cGMP training with dicentra.com
12 months office administrative assistant, supply ordering, shipping claims and invoice verification
Web site and graphic design skills using Adobe Dreamweaver, Photoshop, Acrobat Pro
Proficient with Windows, MS Office Professional, Open Office, OmniPage Pro
Familiar with 3D Cart and Shopify online shopping cart systems
Experience with digital document conversion and O.C.R.
Basic network server and PC workstation trouble shooting
Excellent written composition skills in word processing, correspondence, and editing
Keyboarding speed 19500 kph
Ten key entry by touch

Education:

Salutatorian, Class of 1982, University High School, Waco, Texas: member of National Honor Society.

Associate of Liberal Arts Degree 1984, McLennan Community College, Waco, Texas: Scholarship honor student, member of Phi Theta Kappa and Psi Beta.

University of Texas at Austin, Fall 1984: Completed 12 supplemental hours in philosophy and psychology.

Webmaster of Design and Media Certificate, Austin Community College, 2001 : accredited by the World Organization of Webmasters.

Work History:**Webmaster/Owner**

3-2010 to present

Library Laura Digital Documents and Design, librarylaura.com

P.O. Box 1171, Bastrop, Texas 78602 512-704-7574

Online Store Customer Service Representative

6-22-15 to present

Quantum Fulfillment, healthrangerstore.com

704 Hwy. 71 West, D200, Bastrop, Texas 78602 307-222-0422

Home Health Care Attendant

5-06-14 to 6-19-2015

Girling Home Health Care

8701 N. Mopac, Ste. 165, Austin, Texas 78759 512-454-3581

Home Health Care Attendant

9-11-13 to 5-01-2015

Right At Home Health Care

5200 Burnet Rd., Ste. 1, Austin, Texas 78756 512-465-9900

Home Health Care Attendant

8-2012 to 6-2014

Consumer Directed Services in Texas, Inc.

6243 IH 10 West, Ste. 430, San Antonio, Texas 78201 210-798-3779, 512-985-5677

Home Health Care Attendant

12-2010 to May 2012

New Hope Home Health Care

2028 E. Ben White Blvd., Austin, Texas 78741 512-442-7132

Home Health Care Attendant

3-15-10 to 2- 2013

Bluebonnet Home Health Care

1005 Main Street, Bastrop, Texas 78602 512-303-3912

Municipal Webmaster / Library Associate, Reference Dept.

12-2-98 to the 7-24-09

City of Bastrop, Bastrop Public Library

1100 Church Street, P.O. Box 670 Bastrop, Texas 78602 512-321-5441

Retail Inventory Clerk, part time

8-29-1998 to 4-30-1999

Tally Inventory Services:

Owner: Mr. Ron Howard, (now deceased)

P.O. Box 84, Bastrop, Texas 78602 former business phone 512-360-4407

PC Help Desk Telephone Agent :

12-19-96 to 4-30-1997

GTE Customer Networks

919 Congress Ave., 5th floor, Austin, Tx. 78701, (512) 434-3049 (Contracted through

Norrell Staffing Services_9101 Burnet Road, Austin, Tx. 78758, (512) 833-0701)

Licensing Technician I, Temporary

8-1-95 to 10-25-96 (Contracted through Advantage Temporaries_1033 La Posada, Ste. 150, Austin, Tx. 78752, (512) 302-9700, various contracts from 7-15-96 to 11-14-96)

Texas Lottery Commission

P.O. Box 16660, Austin, Tx. 78761, (512) 323-3700

PC Parts Reconciliations Clerk

5-17-95 to 7-14-95

Max Serv (Sears PC Repair Center) 8317 Cross Park Drive, Austin, Tx. 78761, (512) 834-8341

(contracted through Tri -Starr Personnel, 7800 N. Mopac, Ste. 320, Austin, Tx. 78759,

(512) 345-1257, Contracts from 12-9-94 to 7-12-96)

Return Check Collections Clerk

12-9-94 to 4-14-95

H.E.B. District Office_

505 E. Huntland Drive, Austin, Tx. 78752, (512) 371-5700 (contracted through Tri -Starr Personnel)

Data Entry and Quality Control Clerk (Independent contract)

6-23-94 to 10-18-94

Optical Document Technologies,

8000 Anderson Square, Ste. 300, Austin, Tx. 78757, (512) 452-0505

Sales Associate/ Visual Merchandising Assistant

11-19-92 to 6-20-94

The Nature Company

6001 Airport Blvd., Austin, Tx. 78752, (512) 454-5707

Visual Merchandising Assistant/ Sign Printer

11-90 to 11-92

Scarboroughs Department Stores

4001 N. Lamar , Austin, Tx. 78756, (512) 452-4220

Assistant Dairy Buyer/ Sales Associate

4-11-89 to 10-90

Whole Foods Market

601 N. Lamar, Austin, Tx. 78704, (512) 476-1206

Assistant Advertising Director/ Visual Merchandiser

7-85 to 2-89

Goldstein-Migel Department Store

275 Lake Air Center, Waco, Tx., 76710, (817) 776-4230

Crime Laboratory Clerk I (Seasonal state employee)

6-84 to 8-84 / 5-83 to 8-83 / 5-82 to 8-82

Texas Department of Public Safety

1617 East Crest Drive, Waco, Tx. 76705, (817) 799-6281