

Laura B. Francis

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Experience

Over 20 years of office support and customer service experience
15 years of web site and graphic design skills using Adobe Dreamweaver, Photoshop, Acrobat Pro
10 years of public library circulation and catalog database experience
2 years library reference desk and Internet research experience
2 years performing online store order processing and customer support by chat, email and phone
2 years data entry and word processing experience
2 years office administrative assistant
1 year experience Good Manufacturing Practice/Standard Operating Procedure auditing and document revisions

Contributions

Developed unique promotional materials for the Bastrop Public Library building expansion project, events and fund raising for both print and web
Redesigned the City of Bastrop, Bastrop Police Department and Bastrop Public Library websites and maintained them for 8 years
Assisted with Bastrop Public Library computer workstation and network maintenance
Established Library Laura Digital Document and Design desktop publishing home business in 2010
Redesigned atjs.org for the Austin Traditional Jazz Society and austinbanjoclub.org for the Austin Banjo Club
Created Food and Supplement Recall Process flow chart for Quantum Fulfillment dietary supplement manufacturer

Skills

- ◆ Document processing and correspondence
 - ◆ Editing and data entry
 - ◆ Desktop publishing for print and web
 - ◆ Keyboarding 12500 kph / 50 wpm
 - ◆ Purchase order processing
 - ◆ Pleasant reception of the public in person or by phone
 - ◆ Ten key by touch
 - ◆ MS Word, Excel, Powerpoint, Access, Outlook
 - ◆ Apache Open Office Suite
 - ◆ Adobe Dreamweaver, Photoshop, Acrobat Pro
 - ◆ Shopify and 3D Cart online shopping platforms
 - ◆ Athena and Apollo Library Automation Software
 - ◆ Social Media Moderation
 - ◆ Internet research
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Education

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

Associate of Liberal Arts Degree, McLennan Community College, Waco, Texas 1984. Member Phi Theta Kappa and Psi Beta.

University of Texas at Austin, Fall 1984. 12 credit hours in philosophy and psychology applied to Associate Degree.

University High School, Waco, Texas, 1982. Salutatorian and Member of National Honor Society.

History

Webmaster / 3-2010 to present

Library Laura Digital Documents and Design, librarylaura.com, P.O. Box 1171, Bastrop, Texas 78602 512-704-7574

Online 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, Austin, Texas / 512-454-3581

9-11-13 to 5-01-2015 / Right At Home Health Care, Austin, Texas / 512-465-9900

8-2012 to 6-2014 / Consumer Directed Services of Texas, Inc., San Antonio, Texas / 210-798-3779

12-2010 to 5-2012 / New Hope Home Health Care, Austin, Texas / 512-442-7132

3-15-10 to 2-2013 / Bluebonnet Home Health Care, Bastrop, Texas / 512-303-3912

Webmaster and Library Associate / 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

Inventory Clerk / 8-29-1998 to 4-30-1999

Tally Inventory Services, Bastrop, Texas 512-360-4407

PC Help Desk Agent / 12-19-96 to 4-30-1997

GTE Customer Network, 919 Congress Ave., 5th floor, Austin, Tx. 78701, (512) 434-3049

(With Norrell Staffing Services 9101 Burnet Road, Austin, Tx. 78758, (512) 833-0701)

Licensing Technician I / 8-1-95 to 10-25-96

Texas Lottery Commission, P.O. Box 16660, Austin, Tx. 78761, (512) 323-3700
(With Advantage Temporaries 1033 La Posada, Ste. 150, Austin, Tx. 78752, (512) 302-9700)

PC Parts Reconciliations Clerk / 5-17-95 to 7-14-95

Max Serv (for Sears PC Repair Center) 8317 Cross Park Drive, Austin, Tx. 78761, (512) 834-8341
(With Tri -Starr Personnel, 7800 N. Mopac, Ste. 320, Austin, Tx. 78759 (512) 345-1257)

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
(With Tri -Starr Personnel, 7800 N. Mopac, Ste. 320, Austin, Tx. 78759 (512) 345-1257)

Data Entry and Imaging Clerk / 6-23-94 to 10-18-94

Optical Document Technologies, 8000 Anderson Square, Ste. 300, Austin, Tx. 78757, (512) 452-0505
(Independent contractor)

Sales and Visual Merchandising Associate / 11-19-92 to 6-20-94

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

Visual Merchandising and Signs Associate / 11-90 to 11-92

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

Assistant Dairy Buyer and Sales Associate / 4-11-89 to 10-90

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

Assistant Advertising Director and 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 / 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
(Seasonal employee)