

DANIELLE FRITCHMAN

CAREER OBJECTIVE

Responsible, congenial, and highly motivated individual seeking a position in which I can utilize and continue to develop my administrative and computer skills.

QUALIFICATIONS AND SPECIAL SKILLS

Computer Proficiencies:

- **Programming/Operating Systems:** Software Survey, Beginning Visual BASIC 6.0, Windows 95, Windows 97, Windows NT, Windows 2000, Windows XP
- **Management:** Windows 2000 account management
- **Desktop Publishing/Graphics:** Microsoft Word 2000, Microsoft Explorer
- **Database/Spreadsheets:** Access 2000, Excel 2000
- **Penn State Systems:** OAS IBIS, OAS ISIS

Interpersonal/Communication Skills:

- Excellent written and oral skills
- Work effectively independently and as team player
- Eager to learn new and challenging tasks

CURRENT POSITION

Staff Assistant VI; Penn State University: Department of Sociology and Crime, Law and Justice; 201 Oswald Tower, University Park, PA 16802 (July 2001–Present)

As the Department Head Secretary, I perform the following duties:

- Administrative support to the Department Head and Administrative Assistants II and III
 - Assist with departmental matters on a daily basis.
 - Schedule meetings, create and maintain numerous databases, compile and coordinate mass mailings, coordinate travel arrangements, type and edit documents.
- Administrative Support to the Administrative Assistant II, budget administrator
 - Prepare and process budget documents via PSU IBIS system to include WAGC, SRFC, DBAF, ROCR, REQR, IDCC, DISP, VRES, NAPP; process orders using a PSU Purchasing Card.
- Level I Computer Support for departmental faculty, staff, and graduate students
 - Revamped and maintain departmental web site: <http://www.sociology.psu.edu>
 - Assist with Windows 2000 account management.
 - Provide first line of defense for departmental computer support team to include troubleshooting hardware and software problems.
 - Assist departmental Computer and Technical Specialist with network and server problems.
 - Provide software training to faculty, staff, and graduate students.
 - Install new software programs and upgrade as needed.

EXPERIENCE

Staff Assistant V; Penn State University: Department of Sociology and Crime, Law and Justice; 211 Oswald Tower, University Park, PA 16802 (October 2000–July 2001)

- Receptionist duties

- SRTE coordinator and administrator
- Maintain department's web site
- Work in OAS (add/drop student courses, perform substitutions, print class lists, transcripts, and audits
- Assist two academic advisors and undergraduate secretary during summer semesters

Receptionist at Penn State University, Summer Position 1999; 40 hours a week.

EDUCATION

Associate in Specialized Business degree: Computerized Office Specialist

South Hills School of Business and Technology, State College, PA (August 2000)

- 4.0 GPA
- Member of Executive Club

COMPUTER COURSES:

--Computer Presentations
 --Microcomputer Systems Management
 --BASIC Programming
 --Advanced DOS and Windows
 --Software Survey
 --Web Page Design

GENERAL COURSES:

--English II, III
 --English Composition
 --Management and Supervision
 --Business Law
 --Psychology
 --Speech Communication

COMMUNITY ACTIVITIES

Majorette Instructor. Pleasant Gap Dreams, 1996-present. 4 hours a week.

- Responsible for conducting and teaching routines to children ages 3 to 17

Assistant Majorette Coach. Bald Eagle High School, 1999-2002. 8 hours a week.

- Responsible for assisting with competitive indoor routines and drill design

REFERENCES

Ms. Melody Lane, Administrative Assistant II, Penn State University,
 University Park, PA (814) 863-8490

Mr. Joseph Mascitelli, Computer and Technical Specialist, Penn State University,
 University Park, PA (814) 863-8661

Mr. Kenneth Smart, Network Administrator, RUTGERS Organics Corporation,
 State College, PA (814) 231-9231

Mrs. Jan Wallace, Administrative Assistant III, Penn State University,
 University Park, PA (814) 865-1536