

Lisa A. Williamson

las600@psu.edu

EDUCATION:

Penn State Erie, The Behrend College
MIS Business Analyst, Bachelor of Science (**Major GPA 3.31**)
Operations and Supply Chain Management Minor

Graduation May 2014
Dean's List Spring – Fall 2013

Triangle Tech Erie
Architectural Computer Aided Drafting and Design, Associate in Specialized Technology (**GPA 3.74**)

October 1994

ACADEMIC PROJECTS:

Personal Website Project and Partnership-Erie Internship

- Created personal website utilizing DreamWeaver CS5 viewable at <http://www.personal.psu.edu/las600/> and currently developing and Drupalizing websites through internship program with Partnership-Erie

Systems Analysis Project

- Analysis for a real client within a team-base structure with coursework integration; deliverables include: Project Vision Document, Two-Part Requirements Specification, Domain Model and Feasibility Analysis

PROFESSIONAL EXPERIENCE:

Logistics Plus-Erie, PA Inside Sales

Feb. 2012-May 2012

- Assisted with research and implementation of CRM software for newly established inside sales department
- Composed scripting for CRM software and updated periodically to reflect key phrases and vital information relative to target market

Parker Autoclave Engineers (Autoclave Engineers, Division of Snap-tite)-Erie, PA Customer Sales Representative

June 2010-Feb. 2012

- Prepared quotations for international and domestic customers for standard and custom high-pressure laboratory equipment by working with customer specifications, engineering and purchasing
- Communicated to the customer all aspects of project's stages including engineering, planning, manufacturing, shipping and delivery
- Maintained and updated project files which included correspondence, proposals, addenda, purchase orders, end-user certificates and order acknowledgments

QCSA Direct (Salvage Direct)-Titusville, PA

Administrative Assistant to the CEO and President

Nov. 2004-June 2010

- Maintained and filed original and electronic versions of company documents and worked with IT to establish and implement company wide use of IBM Lotus Quickr, a file and team collaboration management system
- Composed, produced and distributed multiple complex reports utilizing Microsoft Excel pivot tables to monitor goals for a company that nearly quadrupled in size to 140 plus employees while employed there
- Researched, negotiated and secured web/phone conferencing provider, managed users and conducted company wide implementation and training
- Managed security system through provider network, monitored activity logs, controlled and issued key fobs and passwords via security network's software, trained users and devised process for off hour alarm failures

Customer Service Representative

Jan. 2002-Nov. 2004

- Handled incoming and outgoing calls with the insurance provider, customer and vendor

Amerail Systems-Erie, PA

March 1997-June 2001

Lead Draftsperson/Draftsperson

- Composed company manual for AutoCAD applications and reference
- Managed other drafters by reorganizing employee work load to achieve project deadlines and devised department goals to ensure future work ease and productivity
- Designed and produced detailed drawings for owners, project managers and subcontractors while analyzing existing building conditions to accommodate new construction

TECHNOLOGICAL SKILLS:

Crystal Reports, IBM Cognos Impromptu, SQL, Data Modeling, Web Dashboards, SAP, Oracle, Visual C#, DreamWeaver, Drupal, Excel, Visio, Access, PowerPoint, Word, Outlook, IBM Lotus Quickr, AutoCAD LT