

## **KATHLEEN M. FISHER**

25 Old Lancaster Road  
Apartment A-5  
Bala Cynwyd, PA 19004  
[kathy@kathleenfisher.com](mailto:kathy@kathleenfisher.com)

### **OBJECTIVE:**

To use my extensive programming experience along with my considerable project management and communication skills to build Internet and Intranet sites.

### **EMPLOYMENT HISTORY:**

#### **Cambria Corporation, Ardmore, PA**

*Manager, Web Applications Programmer/Analyst*

*November 2000 - present*

- Manage the Ardmore, PA office, assign projects to staff members, act as intermediary between my field office and the president of Cambria in Palo Alto, CA
- Set up and oversee sales meetings, write sales proposals (hourly or fixed-price projects), generate sales
- Conduct pre-implementation meetings, write action plans for implementing a project
- Function as project manager for my projects and others
- Work closely with clients and designers to achieve their vision
- Assist co-workers in troubleshooting their projects
- Conduct post-implementation meetings
- Set up hosting for customers on Microsoft 2000 servers with IIS, Microsoft SQL Server database, WebTrends Log Analyzer
- Maintain office computers and servers, troubleshoot hardware problems with CA technical support

#### **Greentree Systems, Inc., Lansdowne, PA**

*Webmaster/Implementation Specialist*

*August 1999 – October 2000*

- Created all aspects of public Internet site and corporate Intranet site
- Interviewed clients to determine system requirements
- Modified the Access-based custom software to the customer's requirements, created custom Access reports for their system
- Customized Applicant Self-Entry web forms to customer's requirements
- Headed up sessions with trainers to ensure customized training agendas for each client
- Visited sites to oversee installation and training
- Performed post-training audits to guarantee the continued efficient use of the software
- Answered technical support calls from existing customers
- Assisted writing of training documentation, created technical support documentation
- Created and taught seminars at annual User Group Meetings
- Solved computer problems in our Philadelphia office
- Interviewed and recruited Philadelphia office staff

*Regional Trainer/Technical Writer*

*July 1996 – August 1999*

- Trained customers in a classroom setting and sometimes remotely
- Installed software, provided consultation and on-site technical support
- Worked with the client's contact person to schedule training specifics
- Provided pre-implementation assistance to new customers
- Assisted in training new internal employees
- Developed training materials for internal and external clients
- Wrote and edited documentation
- Collaborated with other trainers to solidify the strategic training requirements
- Solved computer problems in our Philadelphia office
- Tested client programs for quality assurance
- Provided input for customer newsletters
- Assisted in planning and implementation of East Coast User Group meetings
- Organized East Coast Public Training sessions

**Educational Testing Service (through Manpower, International), Princeton, NJ**

*Human Resources-Central Liaison*

*January 1996 – June 1996*

- Answered questions on every area of Human Resources
- Conducted Benefits and New Hire sign-ups
- Assisted in preparations for the annual Long Service dinner/luncheon and company-wide Take Our Daughters to Work Day
- Served as the main technology person for the department
- Designed surveys, registration forms, MS Access databases and reports
- Prepared various HR communications and guides to post on the Intranet
- Managed projects for entire department
- Represented the department on various teams/committees
- Trained department staff in Microsoft Office applications

*Human Resources Assistant for Staffing*

*May 1995 – December 1995*

- Scanned resumes and processed them through the Greentree applicant tracking software
- Acknowledged resume receipt and tracked applicants through the recruitment process
- Created and modified reports in MS Access
- Tracked recruitment expenditures
- Posted positions to Intranet and Internet web sites as well as various departments and community web sites
- Conducted new hire orientation sessions for Staffing
- Scheduled interviews
- Set up travel arrangements for both the recruiters and the prospective employees
- Supervised test sessions for candidates on testing software
- Trained department staff in Microsoft Office applications

**EDUCATION:**

**Messiah College, Grantham, Pennsylvania**

- Bachelor of Arts in History, Political Science Minor
- Graduated Cum Laude

**Cedar Ridge High School, Old Bridge, New Jersey**

- High School Diploma
- Graduated in the top 10% of my class, National Honors Society, Spanish Honors Society, National Merit Commended Scholar, Edward J. Bloustein Distinguished Scholar.

**Westlake Internet Training, Washington, DC**

- Beginning HTML
- Intermediate HTML
- Advanced HTML
- Introduction to JavaScript for New Programmers
- Introduction to Dynamic HTML
- Advanced Dynamic HTML
- Advanced JavaScript
- Introduction to Microsoft Active Server Pages for New Programmers
- Advanced Microsoft Active Server Pages
- Introduction to Cold Fusion for Programmers
- Advanced Cold Fusion
- Introduction to XML

**QUALIFICATIONS:**

Please see the additional attachment for my qualifications.

**PORTFOLIO:**

Please see my web site [www.kathleenfisher.com](http://www.kathleenfisher.com) for my extensive portfolio.

**REFERENCES:**

References are available on request.

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### **QUALIFICATIONS:**

#### **Communication Skills**

I am experienced in communication, crisis management, counseling, mediation, reception, and customer relations. I have developed and hosted pre-implementation sessions, training classes, and post-training audits. I often work in situations in which I must take the employer and/or client's ideas and transform them into the finished product. In my current position, I most often work with clients without ever meeting them in person.

#### **Computer Skills**

I am very comfortable with computers, having worked with them for 19 years. This has enabled me to become accustomed to unfamiliar software packages in a very short period of time. Several of my jobs involved teaching and technical support for various software packages. I have listed only the most relevant software packages and programming languages below.

HTML, DHTML, JavaScript, VBScript, Active Server Pages (ASP), VB.NET, ASP.NET, ColdFusion, Perl, CGI Scripting, XML, ADO/ODBC connections, Microsoft Windows (3.x, 95, 98, 2000, Me, NT, NT Terminal Server Edition, XP), Microsoft web servers (IIS and Personal Web Server), Microsoft SQL Server, Microsoft Office (Word, Excel, Access, PowerPoint, Outlook, Outlook Express), Visual InterDev 6.0, Visual Studio .NET, Allaire HomeSite, Dreamweaver, XML Writer, Microsoft FrontPage, Adobe Acrobat, Adobe PhotoShop, Paint Shop Pro, Crystal Reports, Internet Explorer, Netscape, Real Server (for streaming audio/video), CoolEdit (for audio file editing), WinZip, Citrix Metaframe, Timbuktu, PC Anywhere, WordPerfect, Lotus 1-2-3, Greentree Employment System, various history and genealogy programs, various graphic and charting programs (including GlobFX and Compsys Australia's IntrChart), various email systems, various scanning programs (including WordScan and Epson SmartPanel), various relational database applications, various FTP programs (including Cute FTP and Winsock).

#### **Office Skills**

I type 70-80 words per minute and also have experience using a wide range of office machines and devices, including complex phone systems and various scanning devices.

#### **Research Skills**

I am very comfortable with researching over the Internet and in various research facilities. Between my research projects and genealogical work, I am very familiar with archives and working with the proper people to find the necessary information. As a legal intern, I spent quite a bit of time researching in legal libraries. In my current position, Internet research is an integral aspect of my job.

#### **Teaching Skills**

I have taught classes all over the country and developed the curriculum used in these classes. I currently provide remote training of custom applications to my clients and provide informal training sessions to my colleagues.

#### **Writing Skills**

I was the editor-in-chief my high school's award-winning newspaper and have written pieces for various newspapers and literary magazines. At Greentree, I wrote two books and collaborated on several others. I have designed and written all of the components of various web sites. In my current position, I write nearly all of the proposals for my projects and all the requisite documentation for these custom applications. Besides more serious compositions, I enjoy writing poetry, music, and short stories.