

LISA ROSS

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PROFESSIONAL PROFILE

Professional with over 15 years IT experience and a BSIT in Web Development. Pursuing my MSCS in Software Engineering.

TECHNICAL SKILLS

HTML	AJAX	goMobi	Illustrator	Norton GDISK	Project Management
CSS	JavaScript	SQL Server	Dreamweaver	SEO Techniques	Office Management
PHP	NetBeans	WordPress	Visual Basic	Customer Service	VNC & TightVNC
SOX	PMBOK	MS Project	Carbonite Pro	Digital Forensics	Adwords / Analytics
Wix	SDLC	Photoshop	CDW Ghost	SharePoint	XAMPP/WAMP
Linux	Tersus	InDesign	DriveCrypt	Premiere Pro	

EDUCATION

Colorado Technical University Colorado Springs, CO

Master Science in Computer Science

- Concentration: **Software Engineering**
- Anticipated: 06/2017

Present

GPA: 3.96

Bachelor Science in Information Technology

- Concentration: **Web Development**

05/2015

GPA: 3.75

ACCOMPLISHMENT

I was published in the *Houston Chronicle* several times on the technology industry.

PROFESSIONAL EXPERIENCE

Tech Rep, Inc. (aka Lisa Ross Design)

Houston, TX

Web/Multimedia Development, Social Media Manager, Graphic Designer, Technical Support, VP of Technology

Aug 2003 – Present

- Developed and maintained responsive websites
- Instituted a SQL DBs, email accounts, SEO and web payment.
- Pioneered a comprehensive social media plan using top social media platforms
- Compiled and/or designed handbooks, manuals, flyers, brochures, business print stationary, banners, event documents, icons, dynamic emails, auto covers and magnets, backdrops
- Produced and restored videos for marketing
- Created video tutorials and company presentations
- Developed and implemented an IT Strategy Plan including
- Upgraded and updated networks, computer hardware and applications.
- Diagnosed and resolved computer, peripheral and software application issues

Clients: Sigma Productions • AI Notary USA • RMCS Group, PBJ Answers – Education • Kay Smith for St Rep • Hero and Friend • Nasir Malik for JOP • Lt. Gov Dan Patrick • Lt. Gov David Dewhurst • Sophia Mafrige • Jennifer Hall • Don Smyth • St Rep Debbie Riddle • HPRC • HAPC/TAPC • TTPRW • WCCM

Covenant Security / Halliburton

Houston, TX

Web Maintenance & IT Support / Corporate Security

Nov 2014 – Present

- Revitalized Corporate Security website.
- Refined documentation standards, policies and procedures.
- Trained personnel on security policies and procedures.
- Supported various software applications.
- Resolved user desktop issues.

StreamFlo/MasterFlo Industries Inc.

Houston, TX

Desktop Support Technician

Jun 2012 – Nov 2014

Tools, Installation, configuration and support highlights

- Wrote/Edited end-user and MIS policy & procedure documentation
- Maintained H/W & S/W license inventory database
- Oversaw equipment orders, stock, maintenance, monitoring and recycling
- Imaged thin clients, kiosk/desktops and laptops
- Recommended and implemented repurposing of computers and peripherals saving over \$6500.
- Repaired hardware, applications and peripherals
- Resolved a 5-year dual mapping ticket for two executives

McNair Group (RCM Management)

Houston, TX

Documentation Specialist / Office Assistant

Feb 2010 – Jun 2012

- Provided onsite technical assistance
- Resolved phone issues to circumvent escalation.
- Designed, edited and compiled technical training manuals, presentations, email notices, invitations, posters, historical collages, and more.
- Organized, researched and analyzed quarterly IRS audit data to create financial report

Circle Supply

Houston, TX

IT Professional

Feb 2007 – Aug 2007

- Diagnosed all computer hardware issues.
- Upgraded Peachtree on workstations and server.
- Provided general workstation and server maintenance.
- Oversaw scheduled backups and verified data integrity for business continuity.

MI Systems, Inc.

Houston, TX

Technical Analyst, Sales/Client Relations, Recruiter, Office Manager

Oct 1995 – Dec 2006

- Analyzed office hardware and software to identify inefficiencies
- Assisted CEO
- Maintained and upgraded computer system hardware and software
- Forged client relations to increase business opportunities
- Ensured payroll accuracy
- Interpreted client needs to match with viable candidates
- Edited and published company publications for clients and employees
- Identified talent per job requisition
- Interview potential candidates to determine skill sets
- Prepared marketing material