

**Level 3**  
**(Plus specific technical skills for Level 3 student workers**  
**according to area)**

**Fall Semester**

Supervisory Skills Training  
Leadership Training  
Performance Evaluation Training  
Web Page Development – Elective  
Portfolio Development – Elective

**Spring Semester**

Time Management 1  
Presentation Skills  
Legal Environment (Copyright, Privacy Rights, Liability)  
Resume Writing – Elective  
Technical Writing – Elective

**Summer Semester**

(Repeats of selected Fall and Spring workshops)

**Level 4**  
**(Plus specific technical skills for Level 4 student workers**  
**according to area)**

**Fall Semester**

Matrix Management  
Time Management 2  
Stress Management  
Web Page Development – Elective  
Portfolio Development – Elective

**Spring Semester**

Professional Presentation (Attitude, Dress, Etiquette, Confidence-Building)  
Professional Ethics  
Interview Skills  
Resume Writing – Elective  
Technical Writing – Elective

**Summer Semester**

(Repeats of selected Fall and Spring workshops)

- **An evaluation of competencies (Skills Matrix) will be required before a student is moved up a level.**
- **Evaluation forms will reflect skill level and knowledge base for competencies.**
- **Each evaluation will be signed and dated by the student and supervisor/lead.**
- **The Peer Training area will keep a training file on each student.**

### **Specific Technical Skills by Area by Level**

- **Training**

**Level 1**

Basic Teaching Techniques and Presentation Skills

Basic Classroom Management

**Level 2 and 3**

Course Development

Developing Effective Handouts

- **Help Desk**

**Level 1**

Help Desk Software

FTP Using Netscape, WSFTP, or other FTP Programs

Setting Up and Working With Alpha Accounts

Troubleshooting Your PC or Mac

Setting up Netscape Using Slirp

**Level 2**

Advanced Unix

Software packages other than Office97 (such as PageMaker, PhotoShop

Illustrator, Corel Draw)

Mathematical Software Packages (such as MathType, Mathematica)

Installation of Software

- **Printing**

**Level 1**

Database entry – Printing Management System

Hand Bindery

**Level 2**

Basic Programming Skills

- **Lab Consultants**

- Level 1**

- Consultants Orientation (consultants programs, printer, Unix-Basic, authentication in labs)

- FTP, Telnet, and the Ability to Set Up Accounts

- Level 2**

- Advanced Unix

- Software Packages other than Office97 (such as PageMaker, PhotoShop, Illustrator, Corel Draw)

- Mathematical Software Packages (such as MathType, Mathematica)

- **Visual Design**

- Level 1**

- Design and Layout

- Typography

- Macintosh Skills

- Mechanical Assembly

- HTML-Basic

- Photoshop-Basic

- PageMaker-Basic

- Scanning

- FreeHand

- FTP

- Using group accounts/files/directories

- Level 2**

- (for Web maintenance)

- HTML-Advanced

- Programming-Java, Perl, Cgi

- Photoshop-Intermediate

- PageMaker-Intermediate

- **Publication**

- Level 1**

- Word-Intermediate

- Technical Writing

- Level 2**

- **Photo Services**

- Level 1**

- Photographic Printing-Basic

- Black and White Print Copying-Basic

Photographic Terminology

**Level 2**

Photographic Printing-Intermediate

Black and White Print Copying-Intermediate

• **Desktop Support**

**Level 1**

Basic Software Installation

Basic Hardware Installation

PC/Mac Problem Identification

**Level 2**

Printing Problems

Concepts of the Campus Internet

• **Technical Services**

**Level 1**

Advanced Unix

**Level 2 and/or 3 (specific skills dependent on project)**

Programming Skills (C, C++, SQL, Perl)

Setting Up and Configuring Hardware and Software

• **Applications Development**

**Level 1**

Production Development Techniques - Basic

**Level 2**

• **Learning Technology Center**

**Level 1**

Web Course in a Box Utility - Basic

**Level 2**

Web Course in a Box Utility – Intermediate

• **Networking / Telephone Services**

**Level 1**

Basic Cabling Techniques

Basic Telephone Installation Testing

**Level 2**

Advanced Cabling Techniques (Installation of fiber optic cable, cable testing, Proper termination techniques)

• **Classroom Support / Equipment Distribution and Hotline**

**Level 1**

Classroom Hotline Overview

AV Equipment Delivery and Setup Procedures

**Level 2**

Video/Data Projector Setup and Operation  
Multimedia Podium Operation

• **Classroom Support / Distance Education Operational Support**

**Level 1**

Distance Education Classroom Operation  
ITFS Knowledge  
Compressed Video Knowledge

**Level 2**

Videoconference System Operation  
Audiographics System Operation

• **Video Production**

**Level 1**

TV Studio Safety  
TV Studio Lighting  
TV Studio Camera Operation

**Level 2**

Portable Video Camera Operation  
Electronic Teleprompting Operation  
Video Character Generator Operation

• **Television Engineering**

**Level 1**

Campus Cable TV Installation/Maintenance  
Cable Head End Technologies  
Basic RF Technology

**Level 2**

Satellite Teleconference Setup and Monitor  
Video Tape Duplication/Standards Conversion

**Data Administration**

**Level 1**

Unix-Advanced  
HTML-Intermediate  
Java

**Level 2**

SQL  
Oracle-Basic

• **Administrative Services**

**Level 1**

Interviewing Skills

Job Placement

**Level 2**

Business Letter Writing

HR Personnel Policies

3/24/99

**Desktop Support Training**  
**Week of June 7, 1999 (or June 14th)**

<i>Date</i>	<i>Class Name</i>	<i>Time</i>
<b>Monday 06/07/99</b>	<b>Basic Hardware Concepts</b>	<b>Morning</b>
	<b>Basic Hardware Installation</b>	<b>Afternoon</b>
<b>Tuesday 06/08/99</b>	<b>Understanding Operating Systems (DOS, Windows95, Windows98, Windows NT, Mac)</b>	<b>Morning</b>
	<b>Basic Software Installation</b>	<b>Afternoon</b>
<b>Wednesday 06/09/99</b>	<b>PC/Mac Problem Identification</b>	<b>Morning</b>
	<b>Hands-on PC/Mac Problem Identification</b>	<b>Afternoon</b>
<b>Thursday 06/10/99</b>	<b>Printer Problems</b>	<b>Morning</b>
	<b>Basic Networking Concepts</b>	<b>Afternoon</b>
	<b>Concepts of a Campus Internet</b>	<b>Afternoon</b>
<b>Friday 06/11/99</b>	<b>Hands-On Problem Solving for PC/Mac</b>	<b>All Day</b>

**Core Competency Training (Basic)**  
**Week of July 12, 1999**

<i>Date</i>	<i>Class Name</i>	<i>Time</i>
<b>Monday 07/12/99</b>	<b>Word Basic</b>	<b>9:00-12:00pm</b>
	<b>Excel - Basic</b>	<b>1:00-4:00pm</b>
<b>Tuesday 07/13/99</b>	<b>Access - Basic</b>	<b>9:00-12:00pm</b>
	<b>PowerPoint - Basic</b>	<b>1:00-4:00pm</b>
<b>Wednesday 07/14/99</b>	<b>Unix - Basic</b>	<b>9:00-12:00pm</b>
	<b>Intro to the Web</b>	<b>1:00-4:00pm</b>
	<b>Web Page Development</b>	<b>5:00-8:00pm</b>
<b>Thursday 07/15/99</b>	<b>Networking - Basic</b>	<b>9:00-12:00pm</b>
	<b>Windows 95 - Basic</b>	<b>1:00-4:00pm</b>
<b>Friday 07/16/99</b>	<b>Mac - Basic</b>	<b>9:00-12:00pm</b>
	<b>Common Mail Programs</b>	<b>1:00-4:00pm</b>

**Core Competency Training (Intermediate)**  
**Week of July 19, 1999**

<b><i>Date</i></b>	<b><i>Class Name</i></b>	<b><i>Time</i></b>
<b>Monday 07/19/99</b>	<b>Word - Intermediate</b>	<b>9:00-12:00pm</b>
	<b>Excel - Intermediate</b>	<b>1:00-4:00pm</b>
<b>Tuesday 07/20/99</b>	<b>Access - Intermediate</b>	<b>9:00-12:00pm</b>
	<b>PowerPoint - Intermediate</b>	<b>1:00-4:00pm</b>
<b>Wednesday 07/21/99</b>	<b>Unix - Advanced</b>	<b>9:00-12:00pm</b>
	<b>Intermediate Internet Skills</b>	<b>1:00-4:00pm</b>
<b>Thursday 07/22/99</b>	<b>Windows - Intermediate</b>	<b>9:00-12:00pm</b>
	<b>Virus Protection</b>	<b>1:00-4:00pm</b>
<b>Friday 07/23/99</b>	<b>Web Page Development</b>	<b>9:00-12:00pm</b>

**Life Skills / Soft Skills Training**  
**Week of August 16, 1999**

<b><i>Date</i></b>	<b><i>Class Name</i></b>	<b><i>Time</i></b>
<b>Monday 08/16/99</b>	<b>Customer Service Skills</b>	<b>Morning</b>
	<b>Teambuilding</b>	<b>Afternoon</b>
<b>Tuesday 08/17/99</b>	<b>Anger Management</b>	<b>Morning</b>
	<b>Stress Management</b>	<b>Morning</b>
	<b>Listening Skills</b>	<b>Afternoon</b>
<b>Wednesday 08/18/99</b>	<b>Interviewing Skills</b>	<b>Morning</b>
	<b>Basic Resume Writing</b>	<b>Afternoon</b>
<b>Thursday 08/19/99</b>	<b>Diversity Training</b>	<b>Morning</b>
	<b>Breakout Sessions</b>	<b>Afternoon</b>
<b>Friday 08/20/99</b>	<b>CPR</b>	<b>Morning</b>
	<b>Safety and Non-Violent Intervention</b>	<b>Afternoon</b>

# BETH N. FEHLAUER

3018A North Oakland Avenue • Milwaukee, WI 53211  
(414) 967-9463 • bethf@uwm.edu

## OBJECTIVE

Full-time MIS internship utilizing technical, management, and leadership skills

## EDUCATION

UNIVERSITY OF WISCONSIN-MILWAUKEE • September 1997 to present  
Bachelors of Business Administration in MIS expected in December 1999  
Cumulative GPA of 3.97/4.00

### Related coursework:

- C++ programming
- Database management
- Client/server computing
- Emerging information technology

UNIVERSITY OF WISCONSIN-EAU CLAIRE • August 1995 to May 1997  
Cumulative GPA of 3.87/4.00

## COMPUTER SKILLS

Languages: C++, SQL, Oracle PL/SQL, HTML  
Software: PowerBuilder 6.0, Oracle 7, Access 97, Borland C++, Microsoft Office 97,  
Netscape Navigator, Microsoft Internet Explorer, McAfee, Norton Utilities  
Operating Systems: Windows 95 and 3.1, Mac OS 8, Unix

## WORK EXPERIENCE

INFORMATION & MEDIA TECHNOLOGIES DEPT • UW-Milwaukee  
Assistant Lab Supervisor • July 1998 to present

- Assist in supervision of a PC and Macintosh microcomputer lab, including scheduling, enforcing employee policies, training, and maintaining lab environment
- Contribute to supervisory team that makes critical decisions involving employee policies and budget

### Special Projects:

- Project Lead for development of human resources database in Access 97
- Research and development of an online searchable database

Lab Consultant • March 1998 to present

- Solve computer-related problems for customers in PC and Macintosh computer lab
- Perform minor troubleshooting on computers and laser printers

BEST BUY • Brookfield, Wisconsin

Product Specialist • June 1997 to January 1998

- Assisted customers with purchases of computers, printers, and computer products
- Trained and supervised new sales personnel, especially regarding opening and closing

## ACHIEVEMENTS AND ACTIVITIES

Dean's Honor List seven semesters  
Beta Gamma Sigma Business Honors Society, fall 1998 inductee  
Alpha Phi Omega National Service Fraternity  
- Spring 1997 Pledge Project Co-Chair and "Most Valuable Pledge"

References available

## Brian J. Eggebrecht

441 West Bayfield Avenue

Glendale, Wisconsin, 53217

Phone: (414) 351-2744

E-mail: deerhunt@alphad.csd.uwm.edu

**Objective:** Electrical engineering related internship or part-time entry level position

**Education:** University of Wisconsin-Milwaukee

- Bachelor of Science
- Major: Electrical Engineering
- Sophomore Standing

**Computer Skills:**

Experienced in the following:

- Unix
- Windows 95
- Microsoft Office 97
- Macintosh OS

**Related**

**Experience:** Computer lab consultant: January 1999 - present  
University of Wisconsin-Milwaukee

- Supervise use of computer lab by faculty and students
- Provide assistance to computer lab users

**Other**

**Experience:** Sales/Cashier: March 1997 - present  
Sentry Foods Glendale, Wisconsin

- Work equivalent to that of management
- Provide excellent customer service
- Answered customer questions and addressed customer concerns
- Balanced cash drawer accurately
- Stocked shelves and performed general maintenance

**References:** Available upon request

**Saif Sallam ALHAKIMI**

1580 N. Farwell Ave., Apt.# 110, Milwaukee, WI 53202  
Phone (414)347-1267(H). E-mail: [sallam@csd.uwm.edu](mailto:sallam@csd.uwm.edu)

**EDUCATION**

**Ph.D. in Economics.**

University of Wisconsin-Milwaukee

Anticipated Graduation: may 2001

**Master of Science in Human Resources (MSHR).**

Marquette University, Milwaukee, WI, USA.

Graduation Date: Dec. 17, 1997

**Master of Business Administration (M.B.A.).**

Marquette University, Milwaukee, WI, USA. With concentration in  
Total Quality Management

Graduation Date: Dec., 20/96

**Certificate:** The Economics Institute, Boulder, CO, USA.

Preparation courses for graduate studies.

Graduation Date: 12/16/94.

**Bachelors of Science in Management (B.S.M.).**

University of Baghdad, Iraq

Graduation Date 06/30/85

**EXPERIENCE**

**Classroom Support:** (Sept. 1998 - present) at the I&MT, UWM.

Facilitate and coordinate the flow of problems reported by  
classroom's users and the designated departments.

**Research Assistant:** (September 1996 - December 1997) at the  
Management department, Marquette University.

Assisted three professors in conducting their researches.

**Shelver:** (September 1995 - August 1996) Memorial Library-  
Marquette University.

Shelving books and doing the related tasks.

**Library Assistant:** (06/95-08/95) Educational Clinic- Marquette  
University.

Inventory control, Monitored books in & out of the library.

**Instructor of Administrative Sciences:** (09/85-09/93)

National Institute of Administrative Sciences, YEMEN.

Responsibilities included:-

1) Teaching Business Administration, Financial Management, Human  
Resources Management, Management Education, Development  
Management, Marketing, and Job Analysis.

2) Designing Managerial Training programs for the private and  
public sectors.

**Management Consultant:** (09/86-09/93) National Institute Of  
Administrative Sciences.

Provide Management consulting in Organizational Development,  
Improving Job Performance, and Job Analysis.

**Teaching Assistant:** (09/85-09/86) National Institute Of  
Administrative Sciences, Republic of YEMEN.

Assistant to an Expert of Management in teaching, training, and  
researches.

**COMPUTER SKILLS**

Proficient in several software packages including: Windows 95,  
WordPerfect, Storm, Eviews and Excel.

Short Courses: SAS, SPSS for windows, PC trouble shooting, Building home  
page, Excel, and Powerpoint97.

## Yevgeniy Fleysh

2121 E.Capitol Dr #604

Shorewood WI 53211

(414) 964-5456

[yfleysh@csd.uwm.edu](mailto:yfleysh@csd.uwm.edu)

---

- Objective:** To obtain a full-time position in management information systems where my knowledge and experience can be utilized and expanded.
- Education:** **University of Wisconsin-Milwaukee**  
BBA, expected graduation date: May 1999  
Major: Management Information Systems  
**St. Petersburg Mechanical College, St. Petersburg, Russia**  
Associate Degree, dates attended: 1989-1993  
Major: Manufacturing of optical and opto-electronic devices
- Experience:**
- 9/98-Present **A.B. Data, Ltd.**  
Data Services Division  
*Network Administrator Assistant*  
• Complete management of 8 Novell and 3 Windows NT servers • Research and switch the whole company to use an ISDN router • Develop company's FTP site  
• Complete troubleshooting of 250 workstations in 3 locations
- 5/98-Present **University of Wisconsin-Milwaukee**  
Information and Media Technologies Division  
*Help Desk Consultant*  
• Answer questions on a variety of computer related topics both at call-in and walk-in centers and by e-mail • Research problems and inform the client of the correct procedures • Log questions received using Support Magic and McAfee Help Desk 3.52 software.
- 6/98-9/98 **A.B. Data, Ltd.**  
Data Services Division  
*Network Administrator Intern*  
• Help in upgrade of Novell 3.12 and 4.1 servers • Backup and restore for 8 Novell servers • Upgrade numerous types of computer hardware equipment
- 5/97-9/97 **University of Wisconsin-Milwaukee**  
UW Milwaukee Institute for Survey Research, Bolton Hall  
*Computer Programmer / Specialist*  
• Troubleshoot computers running MS-DOS, Win3.1, Win95 • Fix hardware, upgrade driver software • Use the Internet to keep 100 computers up-to-date with new software • Consult and repair computers for neighboring departments  
• Gained experience in Novell Networking • Studied many computer applications and hardware • Set two computer labs up.
- 11/96-12/97 **University of Wisconsin-Milwaukee**  
Media Equipment Distribution, Bolton Hall  
*Audio Visual Field Worker*  
• Set up audio and video equipment in classrooms all over the campus • Troubleshoot minor equipment failures • Assist staff with equipment usage.
- Professional Skills:** **Computer Knowledge:** Microsoft Windows 3.1, Windows 95, 98, NT, Novell NetWare, ADP PC Payroll, DOS, Microsoft Office, FrontPage, Borland C++, Integrated Accounting, Adobe PhotoShop, Oracle SQL, Powerbuilder, Cobol Costar, Symantec products, Noteworks, Key tools.  
**Computer Languages:** C, C++, COBOL, SQL

**Regan B Kwiatkowski**  
225 W Rainbow Ridge Dr Apt 706  
Oak Creek, WI 53154  
Phone: 414/764-1249  
Email: cheshire@uwm.edu

## Objective

A challenging position in a creative graphic design environment.

## Work Experience

January 1998 - Present

**Information & Media Technologies - University of Wisconsin-Milwaukee - Milwaukee, WI**  
Supervisor of Macintosh computer lab. Also work as a Help Desk Consultant, providing computer support for the staff and students of University of Wisconsin-Milwaukee.

**Freelance web site design and programming - Milwaukee, WI**

Currently developing a web site for The Milwaukee County Zoo. Also designed and programmed a web site for Great Lakes European Shipping AS, Consortium of Humanities Centers and Institutes, and Information & Media Technologies' Help Desk.

January 1996 - January 1998

**Taylor and Associates Development Corporation - Milwaukee, WI**

Telefunding Representative-raised money for nonprofit organizations, contact with both the private sector and all executive levels of the corporate sector.

## Education

Fall 1996 - Present

**University of Wisconsin-Milwaukee - Milwaukee, WI**

Currently a Fine Arts senior. Graduating with a BFA in Graphic Design in May 1999. Maintaining a 3.5+ GPA.

Fall 1994 - Spring 1996

**Marquette University - Milwaukee, WI**

Enrolled in the college of Arts and Sciences. Attended with an academic scholarship. Sophomore year majority of classes were taken at the Milwaukee Institute of Art and Design through Marquette University. Maintained a 3.5+ GPA.

## Computer Proficiency

Knowledgeable and experienced with Adobe Photoshop 5.0, Adobe Illustrator 8.0, QuarkXPress 4.0, BBEedit 5.0, HTML, JAVA, PERL, UNIX, Mac OS, Windows 95/NT.

## References

**Nigel Rothfels**  
Editor  
Twentieth Century Studies  
Phone: 414/229-2229  
Email: rothfels@uwm.edu

**Mark Jacobson**  
Senior Designer  
Starkmedia  
Phone: 414/226-2710  
Email: mark@starkmedia.com

**Margaret Kennedy**  
Client Services  
Information & Media  
Technologies  
Phone: 414/229-6635  
Email: mnk@uwm.edu

Sandburg Halls Box #838 Phone: (414) 229-7762  
3400 North Maryland Avenue Fax: (414) 229-4127  
Milwaukee, WI 53211 E-mail: loberg@csd.uwm.edu

## Sven Loberg

---

- Objective:** A summer internship position using background and experience in computer technologies and ability to work effectively as part of a team as well as on an independent basis.
- Education:**
- 1997-present University of Wisconsin—Milwaukee  
Bachelor of Business Administration
- Major: **Management Information Systems**
  - Cumulative G.P.A.: 3.981
  - Member of the Honors Program
- 1993-1997 Sevastopol High School Sturgeon Bay, WI  
**High School Graduate, with Honors**
- Cumulative G.P.A.: 3.96
- Computer Skills:**
- Languages:** C++, Visual Basic, Java, HTML, HyperScript  
**Applications:** Microsoft Visual C++, Visual Basic 5.0, Word, Excel, Access, Microsoft Works, Claris Works, PowerPoint, Adobe Premiere, Director, HyperCard, BETA and FundServ systems  
**Operating Systems:** Windows 97, Windows 95, Windows 3.1, Mac-OS, Unix
- Computer/Database Experience:**
- Student Technology Services (STS) Milwaukee, WI January 1999-present  
**Computer Lab Consultant:** Provide software support to clients who use the Information and Media Technology's (I&MT) campus computer labs at the University of Wisconsin, Milwaukee.
- Everen Clearing, Corp. Milwaukee, WI May 1998-August 1998  
**Networking Specialist:** Networked and performed maintenance on clients' mutual fund accounts. Assisted in level conversion process of 250,000 firm accounts. Interacted on a day-to-day basis with broker dealer representatives from mutual fund companies and various brokers affiliated with Everen Securities. Used BETA and FundServ systems.
- Be On the Safe Side (B.O.S.S.) Milwaukee, WI Sept. 1997-Dec. 1997  
**Scheduling Manager:** Designed and operated a program that managed the organization's database of volunteers and automated the process of creating weekly work schedules for every volunteer. Used Visual Basic 5.0 and databases compiled with Access 97.
- Other Experience:** Held various landscaping and construction positions from 1994-1997. Worked extensively with a variety of teams, large-scale projects, and strict deadlines. Positions required constant communication and interaction with a diverse number of subcontractors and clients.
- Honors:** Eagle Scout, Dean's List member, Phi Eta Sigma, Honors Program Mentor, National Honors Society, 1996 Badger Boys State, 1996 National High School Heisman Trophy State Finalist, 1997 WIAA Scholar Athlete Award State Finalist
- Extracurricular Activities:** Association of Information Technology Professionals, Alpha Kappa Psi, Soccer (4 varsity letters, 2x co-captain), Wrestling (4 varsity letters, 2x co-captain), Track (4 varsity letters, 1x co-captain)
- Community Activities:** Boy Scouts of America, Order of the Arrow, National Eagle Scout Association, Soccer Association for Youth (coach and referee)

# Frances Louise

3575 N Oakland Ave Apt. 302

Milwaukee, WI 53211

(414) 332-8265

*flouise@uwm.edu*

## OBJECTIVE

---

Working as a coop or intern in software development area to improve my programming skills and knowledge.

## EXPERIENCE

---

1997 – present **Information & Media Technologies**      **Milwaukee, WI**  
**University of Wisconsin-Milwaukee**

### *Campus Computer Lab Consultant*

- Facilitate students on using both IBM/PC and Macintosh machine that are provided in all I&MT computer labs.
- Assist clients in variety of Windows 3.1, Windows 95 and Macintosh applications, such as Microsoft Office, Corel WordPerfect, Adobe Acrobat, Adobe PhotoShop and some additional Graphics Design applications.
- Supports on UNIX, C/C++ compiler and some Networking applications – Netscape, Terminal emulation/Telnet and FTP – are often needed.

## EDUCATION

---

1996 – present **University of Wisconsin-Milwaukee**      **Milwaukee, WI**

- Bachelor of Science      Cumulative GPA : 2.943 / 4.000  
Major in Computer Science      Expected graduation : May 2000
- Minor in Mathematical Science.

## TECHNICAL SKILLS

---

- Capable on developing applications on the following programming languages: MIPS Assembly, Basic, Pascal, C/C++, Java and OpenGL 3D programming.
- Experienced in creating web pages using HTML 4 with frames and JavaScript.
- Proficient in the following IBM software applications: Microsoft Office, Corel WordPerfect Suite, Adobe PhotoShop and a collection of other Networking software.
- Work and play extensively with Windows 95/98 and many Unix flavors – FreeBSD, Linux, Ultrix and Digital Unix (OSF2) – Operating Systems

## REFERENCE

---

Available upon request.

# Vishal Patel

5050 S. 20<sup>th</sup> St. Milwaukee, WI 414.325.2997 isli@uwm.edu

## Objective

To obtain an MIS internship where I can implement my technical and communication skills in a corporate environment.

## Education

**University of Wisconsin – Milwaukee** 09/94 - Present  
*Milwaukee, WI*  
**Bachelor of Business Administration in MIS**  
Degree Expected: May 1999

## Experience

**University of Wisconsin – Milwaukee** 01/99 – Present  
*Milwaukee, WI*

### Help Desk Assistant Supervisor

- Maintain all Help Desk computers and peripherals.
- Install, test, and configure all software for Help Desk computers.
- Maintain an organized environment at both walk-in and call-in stations.
- Coordinate all Help Desk meetings, including supervisor meetings.
- Assist the Lead Supervisor in scheduling and staffing.
- Enforce policies agreed upon with the Lead and Staff Supervisors.

**University of Wisconsin – Milwaukee** 04/98 – 01/99  
*Milwaukee, WI*

### Help Desk Consultant

- Assist users on Unix, Windows, and Macintosh platforms.
- Provide technical support for users that have UWM as their ISP.
- Coordinate efforts on creating a database of clients' questions.
- Attended various Technology / Business related seminars and Short Courses. These include Web Designing, Networking, and Customer Service.

**University of Wisconsin – Milwaukee** 01/98 – 04/98  
*Milwaukee, WI*

### Campus Computer Lab Consultant

- Maintain lab hardware, including CPU's, Scanners, and Printers. Ensured that all hardware was ready for use by clients.
- Help approximately twenty clients on a daily basis to use hardware and software available on campus.

## Computer Skills

**Languages:** C, C++, HTML  
**Operating Systems:** Windows 95/98, Unix  
**Software:** MS Office 97, Lotus Smart Suite 97, WordPerfect 8, Adobe Photoshop 5, PaintShop Pro 5, OCR/Graphical Scanning, COOL Stuff (case tool), Internet Browsers, FTP/Telnet clients

## Languages

English, Gujarati (India), Hindi (India)

## Awards/ Achievements

- Created massive stage sets for Students of India Association (SIA)
- Elected to attend High School courses at Von Steuben H.S. in 7<sup>th</sup> grade
- Tutoring peers in various subjects

## References

Available upon request

# Daniel Poulsen

---

- Objective** To obtain experience working with network hardware and infrastructure. Contribute Novell NetWare skills, Unix/Linux Administration skills, and strong communication and interpersonal skills.
- Education** 1994–1999 UW-Milwaukee Milwaukee, WI
- BA, Management Information Systems, Minor Computer Science
  - Expected graduation date, December 1999
- Experience** 1997-present UW-Milwaukee Milwaukee, WI
- STS Network Administrator/Desktop Support Lead**  
Maintained enterprise level Novell Netware 4.11 network, responsible for development and maintenance of campus lab software presentations, supervised student staff, performed day to day hardware, software, and network troubleshooting.
- 1996–1997 UW-Milwaukee Milwaukee, WI
- Computer Consultant/Client Services**  
Assisted students and staff with computer questions, performed user maintenance functions on a DEC Alpha UNIX system, responsible for knowing and answering questions about major software packages such as Microsoft Office and Adobe products.
- 1991–1996 The Summit Restaurant Racine, WI
- Maintenance Person/Bookkeeper/Prep Cook/Bus Person**  
Responsible for supervision of weekend maintenance staff, performed weekly accounting duties, balanced books, controlled inventories, ensured customer satisfaction, handled customer complaints.
- Professional Training**
- Microsoft Windows NT Server 4.0 – Alexander Hamilton (2 day)
  - UW-System Network Training Program (5 day)
  - Novell NetWare 5 Kickoff Seminar
  - MIS Consortium Java Seminar – Ken Arnold, guest speaker
- Achievements** Eagle Scout Award – Boy Scouts of America, May 1994
- References** Available upon request.

## **Patricia Singer**

3559 North Cramer Avenue  
Milwaukee, WI 53211  
(414) 962-9079  
patricia@uwm.edu

### **EDUCATION**

University of Wisconsin-Milwaukee, B.B.A. degree expected 5/99  
Major: Management Information Systems  
Major GPA: 3.67/4.0, Overall GPA: 3.079/4.0

### **COMPUTER SKILLS**

#### **Programming Languages & Databases**

- Wrote programs in C++ both in the UNIX environment and in Borland C++ for Windows for an introductory Computer Science course and an Object-Oriented Systems Development course.
- Developed Client/Server applications using Powerbuilder 6.0 and Oracle 7.3 for a Client/Server Computing course.
- Learned SQL and PL/SQL using SQL Plus (Windows) and an Oracle 7.3 database in a Database Management Systems course.
- Currently designing and developing an Electronic Commerce web site using FrontPage, HTML, VBscript, Javascript, and Oracle.
- Currently working on a case using strategies and procedures of Systems Analysis and Design.

#### **End-user software applications and Operating Systems**

MS Project 98, MS Office 97, Windows 95, UNIX, Mac OS, Corel Office Suite, Adobe Photoshop, Adobe Illustrator, Adobe PageMaker, Corel Draw 6.0, various Internet software.

### **RELEVANT EXPERIENCE**

Information and Media Technologies, Student Technology Services (STS),  
University of Wisconsin-Milwaukee, Milwaukee, WI September 1996-present  
**Student Manager** (September 1998-present)

- Manage approximately 140 student workers and a 1.3 million-dollar budget.
- Make critical decisions involving employee policies, the budget, and project implementation.
- Work closely with the Director and CIO of the IT department to continuously improve STS, expand revenue sources, and promote STS to our community.

**Training Coordinator** (September 1997-August 1998)

- Supervised and scheduled eight student employees and scheduled training classes.
- Developed an intense 2-month training program during the summer of 1998 to better train STS employees in soft skills and technical skills.
- Worked with supervisors to convince senior employees to teach classes and promote the changing roles of the student employees.

**Peer trainer** (June 1997-September 1997)

- Developed classes including UNIX-basic, E-mail software, Web Navigation, MS Office 97, Corel WordPerfect, Customer Service, and Teambuilding.
- Taught and assisted various classes to coworkers, students, faculty, and staff of the University.

**Computer Lab Consultant** (September 1996-December 1997)

- Solved any computer-related problems for customers in the lab or on the telephone.
- Maintained the environment of the lab and fixed any problems with the software or hardware in the lab.

Conversational Spanish and French • Willing to Travel/Relocate • References Available

Rebecca M. Kuhn  
538 W. Apple Tree Rd.  
Glendale, WI 53217  
414) 351-6896  
rm@csd.uwm.edu

## Education

- B.A. in Psychology from the University of Wisconsin - Milwaukee.
- Studies included Computers (Unix, SAS, Spreadsheet/ Word Applications) and Psychology (Child, Social, Physiological, Elderly). 1994-98.
- University of Wisconsin - Madison. College of Letters and Sciences. 1993-94. Studies included Computers, Psychology, and Spanish .
- Nicolet High School. Glendale, WI. Mostly accelerated placement courses. Courses included Calculus, 4 yrs Spanish, Psychology, Computer courses (including graphics), and Art Satellite Course at Milwaukee Art Museum. 1989-93.
- Cardinal Stritch College. Art Courses.

## Employment

- University of Wisconsin Conference Center. Audio-visual Technition/ Administrative Assistant (Equipment setup, trouble shooting, office work).
- Today's Temp. Administrative Assistant (Computers, Office, Billing). June 97- Present.
- Moose Lodge LTD. Administrative Assistant. October, 1996 - December, 1996.
- University of Wisconsin, Milwaukee - Food Service., Food Service Assistant. September, 1995-May, 1996.
- UW-Milwaukee African Immersion Program. Clerical Assistant. January- May 1995
- JCC Summer Camp. Counselor. Staten Island, N.Y. June - August, 1994.
- University of Wisconsin Preschool Laboratory Child Care. Child Care Assistant, Madison, WI., January - May, 1994.
- Bayside Child Care Center. Bayside, Milwaukee, WI. Child Care Assistant. June-August 1992.
- Great Lakes Communications. Milwaukee, WI. Telemarketer. Summer 1992-Fall 1992.

## Certifications

- Lifeguard Training. 1993. Community CPR. 1993. Standard First Aid. 1993.

## Other Activities

- Active Member of Hillel Foundation. Help in organizing programs. University of Wisconsin, Milwaukee, 1995-present.
- Intramural Soccer, Flag Football, Cycling and Volleyball. University of Wisconsin. 1993-98.
- Nicolet High School - Tennis Team, Soccer Team, Swim Team, Eco (Environmental Conservation Organization), and Students Concerned For the Future. Nicolet High School.
- Parsha Puppeteers (puppet shows for children) and Link Committee (tutoring and social events for new Russian immigrant teens). B'nai B'rith Youth Organization.

## **Other Experience**

- Volunteer, YMCA. Organized activities for children of homeless families. Madison, WI, Jan-May 1994.
- Volunteers for Peace. Summer 1993. Working with mentally retarded adults. Quaker International Social Projects. Newcastle, England (2 weeks); Ecology and environmental work, Pais Vasco Region, Spain weeks); Study Tour, Berlin, Germany (2 weeks), Museum restoration in former concentration camp, Wobbelin, Germany (3 weeks).
- Volunteer at Green Tree Health Care Center. - Helped with many social events and outings for residents. 1991-92.
- Habitat for Humanity. Helping to renovate houses. Milwaukee, WI. 1992.

## **Honors**

- On Nicolet Dean's List, Nicolet High School, 2 years.
- Recipient of Nicolet's Merit Award, 3 years.
- Chosen to help plan activities and projects for student body as part of the Human Relations Committee.
- Received Award of Excellence from Nicolet Art Department.
- Award of Honor from Green Tree Health Care Center for volunteer services.

## **References Upon request**

# MICHELLE L. KALB

2833 N. Frederick Ave. Milwaukee, Wisconsin 53211

(414) 964-1301

email: kalb@csd.uwm.edu

---

## EDUCATION:

University of Wisconsin - Milwaukee

Bachelor of Business Administration in **Management Information Systems**, May 1999

Cumulative GPA: 3.02

---

## COMPUTER EXPERIENCE:

June 1998 -  
Jan. 1999

**Programmer Analyst - Northwestern Mutual Life - Milwaukee, WI**  
Information Systems

- Installed business applications on client PC's.
- Developed Access 97 databases to replace non-Y2K compliant systems.
- Analyzed existing business systems and recommended solutions on enhancing or creating new applications.
- Supported client applications and updated changes.

May 1996 -  
Present

**Peer Trainer - University of Wisconsin - Milwaukee**  
Information and Media Technologies

- Assisted with the shortcourse registration process involving database entry and personal and telephone contact with registrants.
- Worked as hands on assistant in Windows 95, Microsoft Word, Access 97, Microsoft Excel, Internet, and HTML classes.

Sept. 1997 -  
Present

**Computer Consultant - University of Wisconsin - Milwaukee**  
Information and Media Technologies

- Supervised use of computer lab by students and faculty.
- Provided application support in Microsoft Office, Netscape, FTP, Integrated Accounting, Minitab, Telnet.
- Answered help questions over the phone and in person for students and faculty.

---

## SKILLS:

### Computer Languages and Systems:

Microsoft Office 97, Microsoft Access 97, COBOL, C and C++, Microsoft FrontPage, HTML, Netscape, Internet Explorer, Powersoft PowerBuilder, SQL, Oracle, Windows 95 Applications, Windows 3.1 Applications, FTP, Telnet, Unix

---

## ORGANIZATIONS:

Alpha Kappa Psi, The Professional Business Fraternity, Fall 1996 to Present.

- Involved in community services, fundraising and public relations committees

**Interests And  
Activities**

**References:**

**Languages:** fluent in English and Russian.

New technologies in management information science field, help people with their hardware and software related problems, building computers and networks. Also enjoy biking, swimming, and reading science-fiction books.

Available upon request.

2572 North Farwell Avenue  
Milwaukee, WI 53211  
414-332-5629  
lbohn@csd.uwm.edu

## **Lou Ann Bohn**

---

### **Objective**

To obtain a research and analysis position with a nongovernmental organization in the field of international affairs.

### **Education**

September, 1997-Present University of Wisconsin-Milwaukee

- **International Studies Major**
- First Place scholarship winner in Wisconsin Institute for Peace and Conflict Studies' 1998 essay contest
- 4.0/4.0 Grade Point Average

December, 1983 American Graduate School of International Management  
Glendale, Arizona

- **Master of International Management**
- Worldwide Assistant Scholarship
- 3.6/4.0 Grade Point Average

May, 1982 University of Wisconsin-Milwaukee

- **Bachelor of Arts in History and German**
- Graduated With Distinction
- Junior Year Abroad at Albert-Ludwigs Universität in Freiburg, Germany
- Phi Beta Kappa, Eta Chapter
- 3.9/4.0 Grade Point Average

### **Experience**

September, 1997-Present Information & Media Technologies Division  
University of Wisconsin-Milwaukee

#### **Software Trainer**

- Instruct new students and staff in software application programs available on the campus computer network.
- Develop lesson plans for the training sessions.

January, 1994-September, 1997 Social Issues Resources Series, Inc.  
Boca Raton, Florida

#### **Regional Representative, Wisconsin**

- Presented electronic databases and library automation software to all 427 public school districts, 17 regional public library systems and 51 technical colleges in Wisconsin.
- Increased sales by 62% in 3 ½ years.
- Trained library staff on effective use of software and hardware.

August, 1988-January, 1994

Clark Foodservice, Inc.  
New Berlin, Wisconsin

**Sales Representative**

- Built and maintained customer base in the hospitality, educational and foodservice markets in excess of 130 accounts.
- Attained over \$750,000 in annual sales.
- Exceeded projected sales and gross profit by 10% in each fiscal year.

November, 1987-July, 1988 Croissant Etc., Inc. Milwaukee, Wisconsin

**Marketing Representative**

- Promoted bakery product to 75 Godfrey Company grocery stores.
- Increased sales by 34% in six months.

August, 1986-November, 1987

ARA/Cory Refreshment Services, Inc.  
Milwaukee, Wisconsin

**Sales Representative**

- Secured 127 new accounts in the office coffee service market in one year via telemarketing and cold calls.
- Achieved top branch sales producer for four consecutive months.

February, 1984-August, 1986

Creative Chocolates, Inc.  
Pittsburgh, Pennsylvania

**Sales Representative**

- Initiated and implemented project to acquire wholesale and corporate business, resulting in 43 new accounts.
- Solely managed new business, increasing average annual volume in excess of 200%.

Summers, 1978-1981; 1982-1983 West Bend Mutual Insurance Company  
West Bend, Wisconsin

**Accounting Clerk**

- Streamlined policy renewal and billing processing to reduce overtime.

**Interests**

- East Town Condominium Association, President
- Milwaukee Inner City Congregations Allied for Hope, Secretary
- UW-Milwaukee Educational Technology Committee, Student Representative
- Volunteer and member of the Institute of World Affairs, Milwaukee
- Member of the United Nations Association-USA
- Member of Milwaukee's CEDAW Working Group
- Member of 9 to 5 National Association of Working Women
- Member of the Phi Beta Kappa Society