Charlotte Brockington

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OBJECTIVE

To contribute strong technical skills and experience in a Jr. Systems Analyst capacity.

PROFESSIONAL PROFILE

o Rising systems professional with significant experience; computer literate in multiple operating systems, programming languages, and software applications with cutting-edge knowledge of technological changes and their business implications; enthusiastic about applying new technologies, enhancing current technical expertise, and applying transferable skill sets.
o Enthusiastic, knowledge-hungry self-starter, eager to meet challenges and quickly assimilate newest and latest technologies, skills, concepts, and ideas.
o Highly analytical team player with aptitude for quickly scrutinizing environments to identify and prioritize needs/risks and develop solutions.
o Creative troubleshooter/problem-solver who works hard and loves a challenge.
o Proven relationship-builder with exceptional interpersonal, communication, and presentation skills.
o Culturally literate contributor with international experience, having lived/worked/studied abroad; proficient in basic Japanese.

EDUCATION

Bachelor of Science in Computer Science, University of Colorado, Boulder, CO, June 2002

SYSTEMS EXPERIENCE AND PROFICIENCY

Operating Systems	Applications		Programming Languages	
o Windows	o Xemacs	o PhotoShop	o C	o Unix
o Mac OS	o MS Word	o Image Ready	o Java	o JavaScript
o Sun	o MS Excel	o Internet	o HTML	o SQL, using Oracle 8
	o PowerPoint	Explorer		o some Visual Basic
		o Netscape		

PROFESSIONAL EXPERIENCE

Computer Cluster Technician, Academic Computing, University of Colorado, Boulder, CO, Sept. 2001 to June 2002
o Perform all support and maintenance functions within 24 hours of trouble report.
o Inspect equipment at least twice weekly to proactively identify and solve problems.
o Collaborate with Academic Computing Technical Support Manager to ensure that computer clusters are functioning efficiently.
o Troubleshoot hardware, software, and network problems.
o Coordinate repairs with repair vendors.
o Maintain up-to-date knowledge of hardware and software news; suggest/recommend improvements; monitor relevant newsgroups and email lists.
o Maintain accurate inventory and repair records.

Systems Planning Intern, Mikado Ltd., Kobe, Japan, Summer 2001
o Served in Web-page consulting capacity.
o Interviewed company leaders from various departments on their business practices, achievements, and goals to determine Web-page content.
o Created dynamic, interactive Web page using Flash for English-speaking users.
o Functioned as primary editor for English technical specifications manual.
o Communicated effectively with co-workers in Japanese.
o Adapted to new country, culture, work culture, and way of life.
o Successfully used software, including imaging programs, word processing programs, and operating systems, entirely written in Japanese.

Intranet Training Intern, Rocky Mountain Systems, Denver, CO, Summer 2000
o Entrusted with reviewing intranet programs from up to 20 vendors and selecting best program for company's 4,000+ employees worldwide.
o Researched and assembled list of candidate companies to develop Intranet-based training program.
o Arranged business meetings between candidate companies and Executive Vice President of Human Resources.
o Assisted in constructing Global Orientation program by collating and translating materials gathered from various international offices.
o Took initiative to translate incoming documents written in other languages.
o Participated in training and professional-development opportunities on sales, advertising, customer relationship management, and presentation skills.
o Produced a Needs Analysis report on Rocky Mountain's human resources Web site.
o Communicated findings and research in final presentation attended by executives, including CEO.

Technology Consultant, Semester at Sea, S.S. Universe Explorer, Fall 1999
o Supported users with hardware and software installations and issues on shipboard, frequently in the face of rough maritime conditions.
o Performed troubleshooting for students with difficulties connecting their computers to the network.
o Maintained and upgraded computer equipment.
o Diagnosed hardware and software problems on the cluster's, students', and staffs' PC and Mac computers.
o Taught students how protect their computers from a virus that had infected some shipboard computers and distributed virus-free disks.
o Recovered lost files and repaired damaged disks.
o Accurately documented inventory and repair records.
o Updated IT coordinator on all cluster issues, problems, and repairs.

Implementation Intern, ColoradoJobs.com, Boulder, CO, Summer 1999
o Read and performed troubleshooting on coding problems; fixed HTML and Java Script coding.
o Conducted quality assurance tests on main Web site.
o Updated Web pages.
o Enhanced customer satisfaction by creating and improving logos of member companies, using PhotoShop and Image Ready.
o Responded to customer questions on site-related technical issues.

I N T E R N A T I O N A L   E X P E R I E N C E

University of Colorado Center for Technology and Innovation, Tokyo, Japan, Spring 2001
o Studied Computer Organization and Design, Japanese, and Japanese religion during a homestay program.
Semester at Sea, University of Pittsburgh, S.S. Universe Explorer, Fall 1999
o Increased knowledge of cultural diversity and global interdependence through semester-long, interdisciplinary program.
o Circumnavigated the world and traveled to 12 countries across Asia, Africa, the Middle East, and Europe.

A W A R D S AND A C T I V I T I E S

o University of Colorado's Dean's Award
o DuPont Academic Excellence Scholar
o National Achievement Commended Scholar

o Member, Society of Women Engineers
o Mentor, Partners in Academic Excellence
o Ambassador, University of Colorado Office of Admissions