

Andrea Sitler

59 Glen Knoll * Wylie, TX 75098
972-535-5385 • Dot_Doctor@yahoo.com

PROFESSIONAL EXPERIENCE

2002 – 2008 **QE / B.E.S.T. Consulting** **Dallas, TX**

Global Consultant / Project Manager

Numerous contracts including: IT services, Financial services, Loss Prevention, Quality Control, Web Design, Roll-outs, Business mergers, Database management, training and General business consulting. Created numerous websites for clients. (<http://www.geocities.com/mskokopellimd/consulting.html>)

Example of my clients:

Genemco

Created mirror website to stimulate sales
Maintained both sites

Bryan Texas Utilities

Merged, imported and populated database for new software program
Optimized, organized, designed required queries, de-bugged and readied Express Maintenance Program for usage
Created a manual and trained management staff on usage so that they could train their staff as needed

Verizon Business DSL Division

Aided in deployment of Business DSL division
Launched whiteboard for Business DSL division allowing incidents to be easily recorded and readily tracked in one place and format for usage throughout the entire help desk system of Verizon and all associate enterprises
Co-authored usage manual
Trained personal on usage of system
Coordinated the daily operations of Morning Call
Troubleshoot web site; assisted in designing web site; maintained web site for Morning Call trouble reporting program as well as the servers that provided the site
Maintained secure web site compatible with both intranet and internet users
Insured connectivity and consistency when viewed through IE or Netscape

Northrop Grumman F-14 Program

Reduced and maintained suspense hours to lowest level ever
Contract extended due to excellent job performed
Requested by Lead Technician to be her assistant in the roll out of Windows 2000 and general system upgrades
Set up new computers and connected to network (PC, MAC and CAD units)
Readied computer for equipment trade-in through erasing the hard drives, running GHOST and installing new Operating System
Assisted in combating the "I love you" virus attack

1987 - 2002

BPAC Transportation

Baltimore, MD

General Manager

BPAC was an airfreight company in infancy when I came on board. My installation of a computer network, re-organization of the financial system and automation of the inner office systems greatly aided the success of the company. This new system allowed for better budget management, immediate rate quotes, driver tracking and communication as well as a more manageable collections and settlements department.

- Successfully built BPAC into a well rounded, profitable enterprise and highly successful global delivery service company
- Results driven, detail-oriented, motivational person inspiring superior customer service thereby raising the productivity of the entire team
- Installed and maintained a computer network
- Launched training classes for computer software and other skills
- Proficient negotiator; excellent problem resolution / arbitration skills
- Superior analyzing and [logic skills](#)
- Reorganized the accounting and dispatch system
- Designed an inventory and tracking system

EDUCATION & CREDENTIALS

[DS](#) **Global Business Management**, Berkshire University, London, England

[MS](#) **Environmental Management**, Berkshire University, London, England

[BS](#) **Logistics Management / Environmental Management**, Berkshire University, London, England

Dean's List, Distinguished Graduate; Summa Cum Laude

ADDITIONAL INFORMATION

- **Certifications:** IT certification through NCSA: HTML, XP Office Expert, Computer Technician, HTML 4.0 Expert, Certified Logistics Professional and Certified Safety Professional.
- **Trainings:** Smith System, MCSE+I, MSCE 2000, A+, Network+. DBA, Hazmat, Six Sigma Green Belt, Project Manager, OSHA training, EPA training, DOT training, Leadership Training, Communication / Speech Training and various other class / certification courses.
- **Languages:** English, French, Spanish

Professional awards for customer service, web site design, safety, productivity and attendance have been received.