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## **Profile Summary and Skills**

- Experienced professional with a successful background in banking operations, retail management, WordPress website development and sales.
- Computer trained with experience in MS Office Suite such as Word, Excel, Outlook, Access and Powerpoint, as well as experience with Dreamweaver, Filezilla, WordPress, Drupal, HubSpot and MadCap Flare.
- Desire for continuous improvement of overall knowledge, skills and abilities.

## **Employment History**

*April 2016 - Sept. 2016*

**Target Points Inc.** - Garden City, New York

***Lead Website Developer***

- Use WordPress CMS to develop websites for internal and external clients
- Work with staff to complete projects in a timely manner
- Keep clients informed of progress of work
- Contact clients to collect website content/information
- Organize client information for others on staff
- HubSpot Certified for Inbound Marketing
- Train others on staff on WordPress and other web related utilities

*Nov. 2005 - April 2016*

**Astoria Bank** - Lake Success, New York

***Help Desk Analyst***

- Provide aid to company employees on such matters as, compliance issues, password resets, technical support and facility dispatch.
- Train branch management staff on new equipment, policies and software.
- Complete weekly reports on branch activity such as processing errors and missing customer profile information.
- Review and approve/deny Power Of Attorney and Guardianship paperwork as well as review and advise on Trust documents.
- Follow up on existing work orders from Tech Support and/or requests from branch employees.

**Astoria Bank** - Massapequa Park, New York

***Assistant Operations Supervisor***

- Order cash shipments for the branch, in excess of \$150k.
- Provide assistance to the teller unit staff, including transaction overrides and proof discrepancies.
- Comply with monthly branch audit procedures, such as cash counts, work spot checks and branch security.

**Astoria Bank** - Massapequa Park, New York

***Teller***

- Provide customer service to banking customers.
- Assist branch management by generating referrals for banking products or financial advisement.

2012 - 2014

**Global Dynamic Services, Inc.** - Bethpage, New York

***Project Manager***

- Contacted clients interested in upgrading websites or web technologies.
- Trained staff on policies, procedures and sales tactics.
- Created website mock-ups, site maps, wire frames, graphics for clients.
- Performed back-end updates on client websites.

2004 - 2006

**Target National Retailers** - Farmingdale, New York

***Team Leader – Electronics***

- Collaborated with product vendors on sales, displays and trends.
- Trained new employees on products and policies.
- Worked with upper management on staff reviews, schedules and hiring.
- Organized and designed displays and end-caps.

*More employment history available upon request.*

**Education**

2000-2003

**Associate's Degree – Liberal Arts/Creative Writing**

*Nassau Community College, Uniondale, New York*

**Web Development Projects**

Done under the employ of **Target Points Inc.**

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| ● <a href="http://www.TargetPointsInc.com">www.TargetPointsInc.com</a> | ● <a href="http://www.250FitnessNY.com">www.250FitnessNY.com</a>                   |
| ● <a href="http://www.TPMarketing.com">www.TPMarketing.com</a>         | ● <a href="http://www.SoftMailInc.com">www.SoftMailInc.com</a>                     |
| ● <a href="http://www.Nazaire.com">www.Nazaire.com</a>                 | ● <a href="http://www.GoodBookkeepersOnCall.com">www.GoodBookkeepersOnCall.com</a> |
| ● <a href="http://www.NazPayInc.com">www.NazPayInc.com</a>             | ● <a href="http://www.Osners.org">www.Osners.org</a>                               |
| ● <a href="http://www.PowerWizInc.com">www.PowerWizInc.com</a>         | ● <a href="http://www.BestTaxExperts.com">www.BestTaxExperts.com</a>               |

**Freelance**

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| ● <a href="http://www.SeanPatrickDalhberg.com">www.SeanPatrickDalhberg.com</a>     | ● <a href="http://www.AmityvillePipeBand.com">www.AmityvillePipeBand.com</a> |
| ● <a href="http://www.Disgracelandfreakshow.com">www.Disgracelandfreakshow.com</a> | ● <a href="http://www.TRWTaxidermy.com">www.TRWTaxidermy.com</a>             |
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