

# VERÓNICA M. ELZE

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**OBJECTIVE:** Position where my analysis, design and/or managerial skills will help an organization to meet or exceed internal and external expectations.

## EXPERIENCE & ACCOMPLISHMENTS

### OLAMICSTUDIOS.COM

*Digital Designer (self-employed)* Los Altos (South SF Bay Area), CA 2008 - Present

Manage my own freelance work as a business consultant, graphic designer, electronic file formatter, and web programmer. Produce project proposals, market my services, perform presentations, and utilize my interpersonal skills to network with professionals from small and medium-sized companies to solicit new business.

Technical: Adobe PhotoShop & Acrobat, Macromedia Dreamweaver, Microsoft Word / PowerPoint / Excel, PHP, CSS, XHTML

### EDGEROCK TECHNOLOGIES

*RMS Functional Consultant (contract)* San Jose, CA 2008-2009

Analyzed change order requests and designed optimal or flexible solutions. Solutions included report conversion of slow-running crystal reports to efficient SQRs and improvement of Post Office address verification percentage. Documented design specifications and unit test results. Worked effectively with technical staff and trained new staff on design and QA techniques.

Technical: PeopleSoft RMS, PS Application Designer, SQR, Crystal Reports, SQL Server Mgmt Studio 2005, VeriMove Access

### LIONWERX

*Solution Architect* Nashville, TN 2007-2008

Communicated with client software users and technical staff to extract business requirements and define solutions for web based software. Supported the implementation and maintenance of customer information systems by traveling to client office or remotely. Tracked project deliverables, drove measurable results in targeted areas, documented solutions and relayed them to project members executive, technical, and business experts. Led project team meetings to steer consensus on targeted solutions. Performed training presentations for up to 16 users and technical staff.

Technical: Oracle CC&B, PS RMS, Microsoft Word / Excel / PowerPoint / Outlook / Project / Access, WebEx, Cisco VPN

### BLUE HERON CONSULTING

*Application Systems Consultant* Rochester, NY 2007

Evaluated customer needs and designed solutions to support. Participated in gap analysis sessions to identify areas for improvement. Assisted management with RFI/RFP responses. Produced material to aid in the advancement of company business processes. Provided support for existing customer information system applications and programs as required.

Technical: Oracle CC&B, SPL CorDaptix, Microsoft Word / Excel / Outlook / Project, Crystal Reports

### SPL WORLDGROUP

*Systems Architect* San Francisco, CA 2006

Supported professional services in solving business problems. Captured client business requirements to specify system, application or process designs in a way that include client personnel and executives in order to implement a cost-effective solution. Specialized in techniques, policies, tools and methodology directly related to leveraging out-of-the-box functionality of SPL CC&B software. Responsible for planning, conducting and documenting analysis of customer business requirements. Led configuration and training workshops.

Technical: Oracle CC&B, Microsoft Word / Excel / Outlook / Project

## CITY OF ALBUQUERQUE

*Project Management Assistant & Programmer Analyst II* Albuquerque, NM 2004 – 2006

Executed systems analysis and programming tasks in the development, implementation and support of information systems. Analyzed information system and user needs to provide recommendations and deliver support. Worked closely with Change Management and IT to clarify requirements as needed throughout all phases of design, development and testing. Followed standard System Development Life Cycle to complete quality products that serve over 180,000 water utility customers. Administered cross-functional plans for project rollouts, communication efforts, schedules, supplies, travel, meetings, minutes, and progress reports. Used a central database to track problem reports from submission to resolution. Utilized process and systems analysis to build business process models for PeopleSoft Customer Information System As-Is and To-Be states using data flow diagramming tools.

Technical: PeopleSoft Revenue Management System (CIS) / SQR / Application Designer / Data Mover, JavaScript, KSH, PeopleCode, Proforma Provision, Microsoft Word / Excel / Access / Project / PowerPoint/SharePoint, Adobe Acrobat, Oracle 9i – JDeveloper, SQL Plus, ER Assistant, SQL Loader

- § Led training team from design of training material, through scheduling and classroom delivery, to surveying results.
- § Developed all customer letters using SQR programming for print as well as on demand viewing for CSRs.
- § Successfully implemented a customer information system that replaced a city-wide utility billing system.
- § Organized and executed business unit training and simulation/stress Testing to prepare for system implementation.
- § Deployed customer-facing web portal configured for public to view and pay utility bills.

## UNIVERSITY OF NEW MEXICO

*User Support Analyst* Albuquerque, NM 2003

Provided technical assistance and maintenance support to Telemedicine departmental business units. Performed individual and group training on computer hardware and software. Captured and analyzed data; prepared scheduled and special reports; maintains program/project records and statistical information.

Technical: HTML, Microsoft Word / Excel / Access, Lotus Notes, Macromedia Dreamweaver / ColdFusion, Unix-Solaris

- § Participated in research projects to set new technological and service directions in telemedicine.
- § Designed asset tracking and scheduling database system with improved efficiency and ease of maintenance.
- § Redesigned departmental web site to improve ease of navigation and quality of information.

## SCLERA MEDIA

*Project Manager (self-employed)* Albuquerque, NM 2001 – 2003

Managed web and database design projects for development including maintenance and backup/recovery plans. Offered digital photography, photo enhancement, video recording, video manipulation, print work, database design, web programming, and marketing services. Created, responded to, and delivered project proposals with the most effective development and cost strategy.

Technical: Microsoft – Access, Excel, Word, PowerPoint, Outlook, Project, Visio, FrontPage, Data Sources  
Adobe – PhotoShop, Acrobat Professional, PageMaker, Image Ready, Premiere  
Macromedia – Dreamweaver, Authorware, Flash, Director, ColdFusion MX

- § Designed business and non-profit web sites to provide quality branding and a valuable online information source.
- § Generated and implemented business and strategic plans for small businesses.
- § Completed database upgrade projects to enhance performance, usefulness and scope of information.

GATEWAY Rio Rancho, NM 1997 – 2002

*Customer Care Manager* 12/1999 – 3/2002

Managed 21+ English and Spanish speaking employees to the highest level of technical customer support. Ensured records, training, and financial resources facilitated operational and financial success. Prepared department performance reports, payroll, and other multimedia projects as established. Developed training tools for new employees and those aspiring to climb a career ladder. Team Leader of Quality Assurance Project to improve call center operations.

Technical: PS Vantive, Microsoft Word / Excel / PowerPoint / Project, DHTML, XML, TCP/IP, LAN

- § Motivated and directed sales and performance of staff to be within top 5% of all teams.
- § “Spotlight” award for excellence in management 2001.

### *Technical & Senior Technical Support Professional 12/1997 – 12/1999*

Mentored a group of 12-32 employees to expert levels of hardware and software knowledge. Maintained valuable intranet web site. Functioned as a liaison between employees and management to identify areas for improvement.

§ Selected “Most Valuable Player” for teamwork in 1998 and 1999.

§ Developed innovative workshops to improve employee training through visual and hands-on applications.

§ Provided highest level of technical support over the phone to customers and maintained team intranet web site.

§ Utilized effective communication and problem solving skills to provide operative escalation support.

§ “Client Obviously Wowed” award for excellence in customer service in 1998.

### SAN JUAN COLLEGE

*Computer Technician*

Farmington, NM

1996 –1997

Maintained networked computer system quality in offices and computer labs. Participated in reviewing and updating business processes in campus computer labs. Coordinated campus transitions, upgrades and next generation projects. Proactively prepared for future computer needs by identifying and reporting areas of risk/concern.

Technical: VAX, Unix, LAN, WAN, Microsoft Windows / Word, Visual Basic

### EDUCATION

B.B.A. Management Information Systems expected 05/2009 online – 3.62 GPA in concentration University of New Mexico (UNM) in New Mexico (*Recent coursework in ASP.NET, Ajax & Technical Writing*)

A.A.S. Computer Information Systems 8/2001 – 3.71 GPA with honors under Multimedia concentration at Albuquerque Technical Vocational Institute (TVI) in New Mexico (*currently renamed to Central New Mexico Community College*)

### TECHNICAL SKILLS

Software: Microsoft – Access, Excel, Word, PowerPoint, Outlook, Project, Visio, FrontPage, Data Sources  
Adobe – PhotoShop, Acrobat Professional, PageMaker, Image Ready, Premiere  
Macromedia – Dreamweaver, Authorware, Flash, Director, ColdFusion MX  
PeopleSoft – CIS/RMS, Tools: Application Designer, Data Mover, SQR  
Proforma – ProVision, Embarcadero – Describe  
Oracle 9i – JDeveloper, SQL Plus, ER Assistant, SQL Loader

Operating Systems: Windows 3.x – XP, Vista and 2000 Professional & Server, Unix – Solaris

Languages: DHTML, CSS, XML, PHP, Visual Basic, SQL, TCP/IP, Java, KSH, SQR, PeopleCode, ASP.NET

### CERTIFICATIONS AND TRAINING

TVI Computer Information Systems with Multimedia concentration – Certificate

UNM Valencia Management – Certificate

Element K Harvard Manage Mentor: Project Management & Applying Leadership Basics

New Horizons Courses in the Microsoft Certified Database Administrator track

Gateway Desktop & Mobile Computer Hardware and Software Technical Support – Certificate

### ACTIVITIES & AWARDS

Graphic Design Business Member – Synergy Resources, Albuquerque, NM	2008
Property Management Assistant – Candelaria Homes, Albuquerque, NM	2008
Property Renovations – Self-Directed, Albuquerque, NM	2006 – 2008
Sandia Out Professional Alliance – Founding Board Member, Albuquerque, NM	2005
Association of IT Professionals – President UNM Anderson, Albuquerque, NM	2003 – 2005
Microsoft Student Ambassador – UNM Region Rep VOLT, Albuquerque, NM	2003 – 2004
Hispanic Business Student Association – Webmaster UNM Anderson, Albuquerque, NM	2002 – 2004
Honor Society – Phi Theta Kappa TVI, Albuquerque, NM	1996 – 2001