

DESIREE CERVANTES HOLDEN

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OBJECTIVE: A position managing information technology and communications for a nonprofit organization or progressive business.

SUMMARY OF QUALIFICATIONS: An experienced IT Manager and Web Producer with demonstrated ability to manage all aspects of information systems. Dedicated to the use of technology to increase the effectiveness of organizations in fulfilling their mission. An experiential learner who applies a creative, technical, and holistic approach to problem solving.

CORE COMPETENCIES

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| <input type="checkbox"/> Systems & Network Administration | <input type="checkbox"/> Training & Curriculum Development |
| <input type="checkbox"/> Website Design & Development | <input type="checkbox"/> Technology Planning & Implementation |
| <input type="checkbox"/> IT Policy & Standards | <input type="checkbox"/> Graphic Design & Desktop Publishing |
- *Portfolio available upon request*
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EDUCATION & TRAINING

University of Phoenix, Bachelor of Science in Information Technology, In Progress/Near Completion
Fellowship, Institute for the Development of Emerging Area Leaders (IDEAL), 2004.

PROFESSIONAL EXPERIENCE

Systems & Web Administrator, Great Valley Center, Modesto, CA, 2002 to 2006

- Managed more than 30 staff and 67 workstations.
- Managed a website of more than 1700 pages. Trained and mentored staff making updates.
- Maintained a successful network security plan.
- Managed development of an online publications system resulting in a 1,134% increase in traffic to that part of the website. Wrote and edited the RFP; evaluated proposals and recommended selection.
- Created and led training on software applications, best practices and related topics.
- Coordinated and evaluated the work of contractors and consultants.

Information Systems Support Specialist, Great Valley Center, Modesto, CA, 2000-2002

- Created a database to inventory computer assets and track support requests.
 - Coordinated a \$30,000 network expansion to accommodate organizational growth.
 - Demonstrated a high level of technical competency, resulting in promotion.
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SELECTED VOLUNTEER AND CONSULTING PROJECTS

Website Development and Maintenance, Second Saturday Network, Santa Cruz, CA, 2003 to present

Access Database Development, Faith Home Teen Challenge Boys Ranch, Ceres, CA, 2005-2006

Email Marketing Outreach, List Management, and Website Maintenance, Young Women Social Entrepreneurs, San Francisco, CA, 2004-2006

HONORS AND ACTIVITIES

Member, Board of Directors, Young Women Social Entrepreneurs, San Francisco, CA, 2004-2006

Participant, Institute for Nonprofit Consulting (I.N.C), CompassPoint Nonprofit Services, San Francisco, CA, September 2004.

Trainer and Presenter at nonprofit technology conferences.

EXPANDED SKILLS OVERVIEW

Information Technology Administration experience:

- Coordinating and managing the work of third-party contractors and consultants for technical projects.
- Creating policies, procedures, and organization-wide standards.
- Recommending and implementing solutions to increase the efficiency of business processes, including grant reporting and data collection.
- Identifying technology-related training needs. Creating and leading technical training for 50+ staff on the use of software applications, computing best practices, adherence to web design standards and guidelines, design tools, and other web site methods and techniques.

Systems & Network Administration experience:

- Providing technical support and systems administration for a 30+ user network, including remote users; managing all computer hardware (workstations, servers, networking equipment), software (licensing, updates, patches), peripherals, and documentation (purchase history, warranty).
- Maintaining an asset inventory database, keeping account information for application service providers, and tracking and documenting all support issues.
- Ensuring network security through implementation of virus protection software, firewall systems and development of policies.
- Software Skills: Windows XP, Windows 2000, Windows 2000 Server; Exchange 2000 & 2003; IIS 5.0; Network Associates Total Virus Defense Suite (for desktops, servers, and exchange); Symantec Corporate Anti-Virus Software; Veritas Backup Exec.

Website Production Management experience:

- Managing day-to-day site maintenance, delivering regular updates, and maintaining overall consistency.
- Developing and implementing policies, procedures, and standards for site structure, design, usage, and daily operations.
- Coordinating and managing content contributed to the web site. Performing periodic content audits for freshness and relevancy. Assisting with content creation and editing.
- Using server-side scripting languages (PHP or ASP) to create dynamic pages and forms.
- Monitoring logs, troubleshooting errors, and producing monthly traffic reports on site usage, subscriptions, traffic patterns, and search engine referrals.
- Software Skills: *Languages/Scripts*: HTML, CSS, JavaScript, RSS, ASP/ASP.Net, PHP, CGI Scripts, Content Management Systems (CMS); *Web Servers*: Unix, Windows 2000; *Design/Editing Software*: Dreamweaver, Adobe GoLive, Microsoft FrontPage; *Images/Graphics Creation*: Fireworks, Photoshop. *Other*: WebTrends Statistics Software.
- Using and administering Online Application Services: Groundspring.org's EmailNow for email campaigns, 123signup.com for event registration, membership management, and email campaigns.

Graphic Design & Desktop Publishing experience:

- Creating logos and graphics for print and web design.
- Designing printed materials, including brochures, newsletters, reports and marketing materials. Applying knowledge of design elements, including layout, color, and typography.
- Managing digital assets including images and original design files.
- Coordinating with professional print and design companies to complete printing projects.
- Software Skills: Adobe InDesign, Illustrator, Photoshop, and PageMaker; Microsoft Publisher

Office Productivity: Advanced knowledge of Microsoft Office XP and older versions (Word, Excel, Powerpoint, Access, Outlook); Microsoft Project and Visio.