

Deborah L. Burdett

Objective	Seeking the opportunity to design unique web sites in this growing market. Stay abreast of new technology and work in a competitive environment.		
Education	Kennesaw State University	Kennesaw, GA	
	Certification in Web Design – Kennesaw Internet Professional Program (KIP) (October 2007 – July 2008)		
	McKendree College	Lebanon, IL	
	B.S. in Computer Science		
	Community College of the Air Force	San Antonio, TX	
	A.A. in Information Systems Management		
Military Career	United States Air Force		
	▪ 15 years in Data Processing / Communications Fields		
Technical Skills	HTML/XHTML; CSS; JavaScript; Adobe Photoshop CS3; Adobe Illustrator CS3; Adobe Dreamweaver CS3; Adobe Flash CS3; Adobe Acrobat 8.0 Professional; Windows 98/2000/XP/Vista; Microsoft Office 2000/XP/2003/2007		
Qualifications Summary	Experience with design layout, usability and color theories. Knowledge of both HTML and WYSIWYG editing and their effects on layout. Understanding of how to design for consistency among different browsers. Experience in managing a design project.		
Professional experience	2003 - Present	Kennesaw State University	Kennesaw, GA
	Network Services/Systems Support Specialist II		
	▪ Maintain, configure and troubleshoot network servers in the Coles College of Business.		
	▪ Install, configure and troubleshoot software and hardware.		
	▪ Lotus Notes Administrator.		
	▪ Manage ITS/external consultant relationships, both on campus and off campus.		
	▪ Perform other tasks as required.		
	2001 - 2003	Kennesaw State University	Kennesaw, GA
	System Support Specialist I		

- Provide technical support to faculty, staff and EMBA students; in installation, maintenance, troubleshooting of operating systems, software packages and computer hardware.
- Lotus Notes Administrator.
- Maintain hardware inventory from installations and moves.

1999 - 2000 National Data Corporation Atlanta, GA

Systems Support Specialist

- Maintain, configure and troubleshoot desktop computer for third party insurance representatives.
- Install, configure and troubleshoot software and hardware.
- Installed software for training courses.
- Perform other tasks as required.

1996 - 1999 Keane Inc. Atlanta, GA

System Support Specialist at World Access

- Inventoried and accessed five telephone switches and associated equipment and assisted with multiple locations with PCs and servers.
- Expert knowledge of communication equipment enabled her portion of the Y2K project to be accomplished ahead of schedule and under budget.

Consultant at Y2K Deliverable Repository and State of Georgia

- Named Consultant of the Year 1999.
- Created, executed and implemented procedures for the tagging; cataloguing and storing of completed Year 2000 deliverables.
- Provided assistance in the development of the company's new initial orientation presentation.
- Assisted fellow team members with data entry from client site survey forms.

Help Desk Specialist at Hewlett Packard

- Evaluated customer service requests for on-site repairs and dispatched field engineers when necessary
- Provided technical support for network servers and PCs
- Resolved customer hardware problems through extensive troubleshooting and diagnostic screening
- Supervise five individuals.