

Jane L. Dunkin

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Experience Summary

- **Corner Office Northwest Virtual Assistant Services LLC; Manzanita, OR.**
Owner (2009 – present)
- **ADP Dealer Services; Portland, OR.**
Project Manager II (2006 – 2009)
Project Manager I (2004 – 2006)
Project Coordinator (2003 – 2006)
Independent Contractor (2001 – 2003)
Technical Support Supervisor (1994 – 1995)
Technical Support Group Lead (1991 – 1993)
Technical Support Specialist (1989 – 1991)
- **Freightliner, Corp.; Portland, OR.**
Systems Support Analyst (1986 – 1989)
Executive Secretary (1984 – 1985)
- **General Chemical; Salem, OR.**
Office Assistant (1983 – 1984)
- **Pfizer Pharmaceuticals; Karlsruhe, West Germany.**
Executive Secretary (1981 – 1983)
- **Fluor GmbH; Wilhelmshaven, West Germany.**
Executive Secretary (1979 – 1981)
- **Olympia Werke; Wilhelmshaven, West Germany.**
Export Clerk (1978 – 1979)
Apprentice (1976 – 1978)
Assembly Technician (1974 – 1975)

Area of Exposure

Project Management • Product Deployment • Top Tier Technical Support
Team Leadership • Marketing & Sales Support • Customer Service • Quality Assurance
Database Management • Technical Writing • Communications • Website Design • Report Design
Bookkeeping • Event Coordination • Export • Office Administration

Technical Skills

MS Office Suite • MS Access • Crystal Reports XI • MS Project • Visio
Sharepoint • Sharepoint Designer • FrontPage • Publisher • Quickbooks
Cognos Impromptu • SQL • HTML • JavaScript • ASP • Dreamweaver
Epicor/Vantage • InfoPath • Sales Logix • PlanView

Professional Qualifications

- **Continuing Education**
ADP Dealer Services. *Portland, OR.*
 - 40 CE credits per calendar year (Ex: Management, Finance, Persuasive Presentations, ASP.net, SQL, Sharepoint 2007, and more).
- **Project Management Certificate**
Portland State University. *Portland, OR.*
- **Bachelor of Science – Computer Science**
Portland State University. *Portland, OR.*
 - 120 credits completed.
 - Minor focus on Accounting.
- **Business Assistant**
Jever Fachschule (Business School). *Jever, West Germany.*

Major Projects Details

- **Owner at Corner Office Northwest Virtual Assistant Services LLC: Manzanita, OR.**
Accomplishments, Role and Responsibilities:
 - Customized Epicor/Vantage business forms for **Hallco Industries, Tillamook** using Crystal Reports XI. Requirements included adding company branding, redesigning check form to use preprinted checks, and changes to methods of calculation and formatting in quotes, sales orders, invoices and more.
 - Researched and authored the *Disaster Preparedness Guide for Small Business* for the **Economic Development Council of Tillamook County.**
- **Project Manager II/ I/Coordinator, New Technology at ADP Dealer Services: Portland, OR.**
Accomplishments, Role and Responsibilities:
 - Created the first company-wide Datamart solution and dynamic website to extract data and generate more meaningful reports from five different corporate database sources including, amongst others, PlanView and Sales Logix. The project served as a guideline for subsequent Datamart development for which a team was created.

- Created, organized and implemented a project document repository containing over 3000 documents (prior to the corporate-wide implementation of Sharepoint).
- Designed project databases and created and maintained dynamic websites on the corporate intranet to report overall deployment progress on large product rollouts. Included drill-down capability to each individual target's implementation status.
- Generated accurate and comprehensive sales target lists based on data compiled from diverse sources.
- Created comprehensive deployment project plans including communication planning, risk planning and high-level sales and marketing plans based on external client requirements as well as internal business goals.
- Led diverse functional teams scattered across North America in rapid deployment of complex technologies.
- Managed stakeholder expectations both internal and external.
- Served as the main point of contact for major clients including General Motors and Ford Motor Company.
- Set up and maintained a custom Sharepoint site for the program managers and project managers in the New Technology department with particular focus on usability.
- Adapted weekly executive project report forms to InfoPath and integrated the data with Sharepoint and Outlook to provide at-a-glance status information for upper management.
- Designed and delivered training on Sharepoint and InfoPath for peers in the New Technology department.
- Using Sharepoint Designer built a first-of-its-kind (within ADP) dashboard for at-a-glance project status as the top page of the Sharepoint site. Each project line linked to the individual program/project site maintained by the assigned manager.
- Wrote a simple point-and-click routine to automate matching of the 8-digit ADP client identifier with an auto manufacturer's unique franchise dealership identifier. Reduced the time required for building product/project target lists by over 50% and greatly simplified client communications.
- Recognized for tripling sales over a two-month period by implementing a "coupon" program for a product previously suffering slow acceptance.
- On a contract basis: Consulted with the team and influenced the design and implementation of PlanView for the Network Installation Group. Devised an intuitive project identifier scheme. Managed the migration (largely manual input) and subsequently authored a comprehensive user guide and designed and delivered user training to network engineers and install specialists.
- Chaired weekly deployment meetings for all open projects from the final phases of development until the end of the rollout period. Facilitated communications and managed dispute resolution as necessary.
- Provided design input when requested.
- Researched product suitability, tested various applications, and recommended solutions based on internal IT requirements.
- Reviewed technical and end user documentation, marketing collateral, and sales publications for content and accuracy.
- Created online product satisfaction survey, implemented it and reported results.

- **Technical Support Specialist/Group Lead/Supervisor at ADP Dealer Services:** *Portland, OR.*

Accomplishments, Role and Responsibilities:

- Served as top tier technical support for Dealer Communications Systems (DCS) hardware and software.
- Identified and reported defects in custom applications used to automate data transfer between automobile dealerships and their franchise manufacturers' servers (warranty claims, parts orders, financial data, etc.)
- Represented Technical Support in working with R&D on new DCS product development as well as product enhancements: Attended weekly project meetings, reviewed technical and user documentation for accuracy, usability, and content.
- Thrived in an interrupt-driven environment that required impeccable customer service skills in telephone contact with both first and second tier support personnel as well as end users.
- Effectively prioritized incoming calls/trouble tickets for quick resolution and customer satisfaction. Consulted with and escalated to R&D as required.
- Developed training program and traveled to call center locations in the U.S. and Canada to train tier 1 and 2 call handlers on new technologies.
- Traveled to dealerships in the U.S. and Canada to install pilot/field test software and train key personnel on new features and processes.
- Served as main point of contact in Technical Support for field test dealers during numerous product rollouts.
- Promoted to group lead in the DCS team and subsequently to supervisor with six direct reports.
- Managed annual budget planning.
- Reviewed employee performance annually.
- Worked with HR to hire additional team members and also managed corrective action as required.
- Allocated team resources effectively to ensure client focus and the appropriate level of involvement in R&D projects.
- Set team benchmarks and goals and monitored for success.

- **Systems Analyst at Freightliner Corp.:** *Portland, OR.*

Accomplishments, Role and Responsibilities:

- Served initially as one of only two staffers responsible for telephone support of all Freightliner dealerships in the U.S. and Canada.
- Set up, configured, tested and shipped PC's and peripherals to Freightliner dealerships, both new purchase and equipment replacements.
- Tested returned equipment and forwarded it for refurbishment or replacement as required.
- Applied superior customer service techniques to build positive relationships with previously unhappy customers.
- Traveled to dealerships in the U.S. and Canada to install pilot/field test software and train key personnel on new features and processes.
- Worked with R&D to ensure usability of new applications, accuracy and completeness of user documentation, and timely defect resolution.

- Occasionally resolved corporate IT trouble tickets escalated from the internal data processing support team.
 - Created and delivered product presentations to stakeholders (internal and external).
 - Promoted from support specialist to systems analyst. Authored user guides and training programs, worked to identify and correct defects, resolved trouble calls escalated from the support team.
 - Researched product suitability, tested various applications, and recommended solutions based on internal IT requirements.
- **Administrative Assistant/Executive Secretary at Freightliner Corp.:** *Portland, OR.*
Accomplishments, Role and Responsibilities:
 - Executive Assistant to the director of the newly formed Government Vehicles Division.
 - Supported the director and his team of eight managers including Sales, Marketing, and Fulfillment managing office organization, correspondence, document filing, presentations, travel arrangements, event planning and more.
 - I was the first on the administrative team to receive a personal computer and subsequently trained other team members and became the go-to person as the electronic typewriters were phased out.
- **Administrative Assistant at Fluor GmbH:** *Wilhelmshaven, West Germany.*
Accomplishments, Role and Responsibilities:
 - Hired by the general contractor, Fluor, to serve as the administrative assistant to the client, ICI of England.
 - Organized and managed an on-site office for ICI's team of 11 engineers. Duties included correspondence, engineering reports, filing, travel arrangements, presentations, German/English and English/German translations as needed.
- **Export Clerk at Olympia Werke:** *Wilhelmshaven, West Germany.*
Accomplishments, Role and Responsibilities:
 - Completed two-year business training in 18 months and accepted a position in the Export Department – Asia and Africa.
 - Handled purchase orders and export documents in English, German and French for thousands of Olympia typewriters.
 - Administrative functions included taking dictation in English, German and French for business correspondence and Telex (punch tape).
 - Operated one of the first fax machines sold for office use.