

## SHARRY DUNN

### BIO

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Sharry brings a high level of customer service focus to her work. Customer satisfaction is key.

Most recently a member of a worldwide Web Mastering and Support Team, providing Web Consulting, Portal Integration and Small Site migrations. Acted as support and content publishing manager for Web Services customers. Often exceeding customer expectations while successfully providing web and portal integration consulting in a timely fashion. As a Portal Consultant, provided Level 3 support, troubleshooting, and solutions with rapid turnaround time. Satisfied all service level agreements and increased customer skills through training, resulting in fewer calls for same issue. Team lead for U.S. E-Call queue, monitoring and assigning consulting calls to self and team members.

Experience includes design and development of internal corporate web sites using FrontPage, Dreamweaver, and HTML; applying portal templates for the corporate intranet look and feel, in a large complex corporate environment. Managed customer web sites, content, and graphics, including JavaScript and Photoshop.

### MEMBER OF

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- ◆ International Webmasters Association (The HTML Writers Guild).



[www.iwanet.org/index.html](http://www.iwanet.org/index.html)

- ◆ SFWOW (Women on the Web-SF)
- ◆ Silicon Valley WebGuild. Web Content SIG.



**NEW LEAF CONSULTING**

### SHARRY DUNN

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**NEW LEAF CONSULTING**

## SHARRY DUNN

*Web Design Consultant*

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*"DELIVERING EXCELLENCE"*

# Web Design

## WEB DESIGN

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- ◆ Page layout: Created using experience and judgment or customized per client instruction.
- ◆ Web site design: Including graphics and clip art as needed to focus reader's attention.
- ◆ Content management: Publishing and web site maintenance.
- ◆ Specialized key word searches: Customized content as required.
- ◆ Enhance existing web sites.
- ◆ Contract work – long or short term. Work on-site or off-site.

I satisfy customers. Period.

## OTHER

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- ◆ Consulting services: Design, layout, production, management and coordination, as well as PR and marketing of photographic calendars.
- ◆ Offering PC skills training: Teaching people how to use computers for data management.
- ◆ Customer Service, Marketing, Sales.

## YOU MAY EXPECT

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Win/win situations.

Commitment to Quality: Detail-orientation and error free results.

Dependability: Status updates and information in order to ensure understanding.

Can-Do Attitude. Professional and helpful service.

Good team player: Positive energy and enthusiasm. Works extremely well with teams and customers.

Client oriented: Good follow-up, process checks, and interaction skills.

Dedicated – Persevering – Proactive!

## SKILL SETS

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Web Design / Development in a consulting environment, providing technical expertise in Web Services Solutions:

- ◆ Web Technologies: DreamWeaver, FrontPage, HTML, JavaScript, MS Publisher, Serif PagePlus, Photoshop.
- ◆ Experienced with: Word, Excel, PowerPoint, AmiPro, and Freelance Graphics.

## CUSTOMERS

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*“Very creative, she would recommend alternatives, suggest new ideas. Independent and could take a concept or ‘high level’ idea and expand on it.” - Rick Graves, HP, 2000*

*“...very pleasant person to work with because she has a “can do” attitude. Even in the midst of personal crisis, I have admired her commitment to work and dedication to her customers.” - Cheryl Koshiro, HP, 2000*

*“You have saved our Division hundreds of hours...you have restored my belief in the HP way.” - Susan Bruno, HP, 2001*

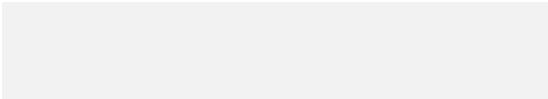
## PEERS

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*“This memo...an example of Sharry's proactive style and commitment to customer satisfaction.” - Peter Apel, HP, 2000*

*“Sharry's customers are very enthusiastic about her work: her dependability, flexibility, responsiveness, and commitment to quality.” -Aymeric Riverieulx, HP, 2000*

*“...successfully solved problems avoiding escalation and solved another of their site problems.” - Randy Gongwer, HP, 2001*



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