

# SHARRY DUNN

**“DELIVERING EXCELLENCE”**

## OBJECTIVE

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Information Technology Specialist / Web Designer / Developer in consulting environment.

Motivated IT Specialist offering skill sets and technologies: Dreamweaver, FrontPage, HTML, JavaScript, MS Publisher, Serif PagePlus, Photoshop, ImageReady, and HomeSite. Experienced with MS Applications (Excel, PowerPoint, Word) with an interest in expanding my skill sets.

## EXPERIENCE

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**Hewlett-Packard Co** Global Support Mt. View, CA 2000–2002

*Information Technology Specialist / Web Developer - Designer*

- Portal consultant — provided Level 3 support, troubleshooting, and solutions to internal customers with rapid turnaround time. Met all service level agreements and increased customer skills through training, resulting in fewer calls for same issue.
- Portal integration team — assured customer satisfaction by migrating web sites to new Portal look and feel.
- Created, developed and published web sites for various internal business units — improving business communications.
- Pleased customers with high level of responsiveness to requests when managing their content — resulting in a high degree of customer satisfaction.
- Assumed Webmaster role for high level communications web site for Storage business. Created and negotiated detailed Service Level Agreement (SLA) and successfully supported the business as interim content manager.
- E-Call Coordinator (U.S. Team lead). Monitored queue — assigning E-calls to self and team, met service level criteria.
- Handled customer calls from around the world — resolving web related issues.

*Coordinator, Accounting Services, Customer Support / Web Services* 1998–2000

- Web Services team — consistently exceeded customer service expectations; simultaneously supporting several on-going web customers.
- Negotiated SLA, joined team and took responsibility for clean up and enhancement of Worldwide Global Tax web site in preparation for Agilent spin-off — successfully completed assignment.
- Tracked and billed resource usage for building services detailing departmental costs — daily use of Excel for tracking and cost allocation. Maintained up-to-minute space planning records — providing accurate planning of office use.
- Managed blanket and other PO's that ensured smooth flow of all vendor services to building occupants.

*Business Support Specialist* (Asia Pacific IT) Palo Alto, CA 1997–1998

- Coordinated and consolidated Quarterly IT Financials — consistently publishing detailed reporting by deadline. Heavy use of MS Excel required.
- Consolidated and reported Quarterly BFT and Hoshin metrics — raising visibility to Asia Pacific managerial team.
- Database Administrator for Asia Pacific personnel — coordinated and prepared quarterly reports in timely fashion, keeping management apprised of staffing levels in order to effectively manage administrative costs.
- Acted as liaison for countries, facilitator and attendees (Australia, Singapore, Palo Alto) — successfully coordinating and billing all Quality Training delivered to Asia Pacific IT community.

*Admin Assistant to Asia Pacific IT Director* 1986–1997

- Saved \$10K while successfully coordinating multiple Off-site events.
- Liaison for local and international Asia Pacific staff managers.
- Participated in play summarizing experiences of 3<sup>rd</sup> HP Women's Conference attendees — raising awareness of Women's issues to Executive IT Council.
- Managed complex travel and calendar scheduling while supporting Functional IT manager. Variety of events successfully organized and completed.

VOLUNTEER

**Henry W. Coe State Park** Morgan Hill, CA 1993–2002

*Senior Volunteer*

- Proposed and implemented a 12-month calendar for Henry Coe State Park — marketing to a wide retail segment — an excellent example of project management skills.

EDUCATION

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Foothill Junior College Los Altos, CA

Technical courses completed while at Hewlett-Packard Co:

- Cascading Style Sheets
- Dreamweaver
- FrontPage
- HTML
- Photoshop
- JavaScript for Non-Programmers
- Web Application Development with ASP 3
- Introduction to SQL

PROFESSIONAL MEMBERSHIPS

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- International Webmasters Association (The HTML Writers Guild).
  - SF-WoW (Women on the Web-SF).
  - Silicon Valley WebGuild. Web Content SIG.
  - WebDesign-L (web designers & developers forum).