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Further details available at
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Popejoy Solutions, Inc.
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S. Michelle Popejoy

Summary of Qualifications

Ms. Popejoy is a Senior Consultant with 13 years' experience in high growth retail and manufacturing computer operations, systems management and consulting in which documentation / technical writing has been an integral part.

- Operations procedures
- Project documentation – hardcopy, electronic and html
- Handbooks
- Proposals
- Advanced proficiency in Microsoft Word, Excel, Visio, Project, PowerPoint
- Proficient in Adobe Acrobat
- Quick and intuitive learner of software

Certifications and Awards

- "Outstanding" rating on Customer Orientation & Great Place to Work values

Experience

Present   Education
Parent Volunteer – Founder of High School Debate Team

- Proposal for school to officially field a High School Debate Team beginning school year 2002-2003 (Word, Excel, Macromedia Fireworks)

Present   Non-Profit Local User Group
Volunteer – Founder of Compaq Local User Group (PenNY LUG)

- Marketing materials – invitation / flyer / agenda (Word, Acrobat Distiller)

2001 – Present   Consulting
Founder of Popejoy Solutions

- Web site (Word, Macromedia Dreamweaver, Macromedia Fireworks)

- Marketing post card (Word)

- Marketing brochure (Word)

1998 – 2001   Manufacturing - Telecommunications
Technology Consultant III

- Storage configuration plans and maps (Visio, Excel)

- Site Guide for startup remote plant (Visio, Word, Excel)

- "PROMIS Overview for IT" presentation (PowerPoint)

- DECamds / Availability Manager presentation / training (PowerPoint)

- Project documentation for INGRES Y2K upgrade and database consolidation (MS Project, Excel)

- Performance and outage graphs and statistics (UniCenter Data Collector, UniCenter Performance Advisor, Clarify help desk, Acrobat Distiller, Acrobat)

1998 – 1999   Non-Profit User Society
Contractor

- Local User Group Handbook (Word, Acrobat, Microsoft Access)

1998   eCommerce
Consultant

- System administration and operational procedures for setup of development, test, or demo environment for custom electronic commerce application (Word, Excel, Visio, Access)

1997 – 1998   Manufacturing - Semiconductor
Sr. Software Engineer

- Project documentation for productization of SENSys system monitoring tool for all factories (HTML, Microsoft Project, Word, Visio, Excel)

- Presentations to ratification bodies and management (PowerPoint)

- All project documentation kept on the intranet for easy access by global team members

- Standard 2-page project plan format for group (Word)

- Arizona site Cultural Celebration Core Team member, T-shirt & Door Prize Committee Chair and Publicity Committee member

- Infrastructure owner for NT based documentation system (Documentum) revision 0.5 implementation (Project, Word, Excel, HTML)

1989 – 1997   Retail
Systems Manager   1994 to 1997
Systems Administrator   1992 to 1994
Computer Operations Supervisor   1991 to 1992
Computer Operator   1989 to 1991

- MIS Quick Reference Guide (WordPerfect)

- Computer operations "Run Books" (printed screen shots, WordPerfect)

- Custom printed Post-it® notes (WordPerfect)

- "Backup Standards, Procedures, and Policies Manual" (WordPerfect)

- Call processing script for voicemail system (Word)

- Computer room layout and design

- Processing schedule

- Menu systems

- Published security policy (Word)

- Project documentation (WordPerfect, Word, Excel, Project, Visio, 20/20 spreadsheet)

- Benchmark plans, status and results (DCL, Reflection, Word, WordPerfect)

- Configuration plans and documentation

- Upgrade plans

- WordPerfect macros to automate conformance to company styles

Education

- 45+ professional and technical seminars and classes, including: "Writing Strategies for Professionals", ""Effective Listening Workshop", "Project Management Planning and Control", "Effective Meetings", "Project Management fundamentals", "Presentation Skills Delivery", "World Class Project Management", "MS Project 3.0 for Windows, Modules I & II", "Beginning, Intermediate, Advanced and Desktop Publishing WordPerfect"

- BA Program

Other

- DECUS / Encompass U.S. Volunteer - 1996-2000, 2002

- High School: Editor of Literary Journal, Member of Newspaper Staff

- 6th Grade: First published (poem in Omaha World Herald)