

# Jensine Reeder

Greenville, South Carolina  
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## Performance-Driven IT Professional (Data & Technology Manager)

with extensive experience and strong skills in the following areas:

- Leadership/Management (IT Functions) ■ Supporting Team in Aligning with Project & Organizational Goals
- Conducting Training (Enterprise Database) ■ Maintaining System Requirements & Quality Improvements
- Collaborating with End-Users/Partner Agencies ■ Analyzing Applications ■ Database Security

- **Background encompasses Data & Technology Management experience** utilizing a strong work ethic, an attitude to “go the extra mile,” and a commitment to meeting and exceeding organizational objectives.
- **Strengths:** Proven leadership skills; analytical; strong IT technical skills; positive attitude; excellent communication skills (skilled public speaker); self-motivated; achievement-oriented; works well independently or in a team environment; skilled at multi-tasking; highly organized; efficient in fast-paced environments; creative; enthusiastic; proficient in time management, critical thinking and problem-solving; innovative.

## Areas of Expertise

- Data & Technology Management
- Network Administration
- Recommending Solutions
- Problem Solving
- Recovery Specifications
- Meeting Reporting Needs for Internal Data Collection & Analysis
- User Management
- Completing Maintenance Requirements
- Computer Lab Management (College)
- Paralegal Functions & Notary Public
- Maintaining Enterprise Database
- Evaluating Existing Systems & Designing Proposed Systems
- Data Restoration
- Installing New System Designs
- Providing Technical Support
- Administration of Request for Proposal (RFPs) Process
- Public Speaking/Presentations
- Evaluating Computer Operating Systems & Hardware Products
- Supervision & Department Management (Call Center)

## Technical Skills

- **Languages:** Microsoft Visual Basic.net I
- **Software:** Microsoft Office; SQL; Apricot; Trello; Gantt; Windows Server; Windows Exchange Server; VMWare; Cisco Routing & Networking; VoIP; QuickBooks; SAP; DBAN; GoForte; TrialWorks; LexisNexis; WestLaw Office Management; Microsoft Windows XP, 7, 8, 10

## Education

**Pursing Bachelor of Science in Business (Anticipated Graduation: March 2019)**  
University of Phoenix (Online)

**Associates of Applied Science in Computer Technology – Network System Administration (May 2014)**  
Greenville Technical College, Greenville, South Carolina

- **Honors:** Phi Theta Kappa Honor Society

Cisco Networking Academy:

- CCNA Exploration: Routing Protocols & Concepts
- CCNA Exploration: LAN Switching & Wireless
- CCNA Exploration: Network Fundamentals

## Professional Experience

- ▶ **United Way of Greenville County**, Greenville, South Carolina **2014 to Present**  
**Data & Technology Manager**
- Lead Trainer for enterprise database; conduct training sessions with over 70 funded partners, their support staff, and UWGC staff to ensure their knowledge of system requirements and ongoing quality improvements.
  - Identify database requirements by collaborating with users/partner providers, analyzing applications, programming, operations, evaluating existing systems and designing proposed systems.
  - Recommend solutions by defining database physical structure and functional capabilities, database security, data restoration and recovery specifications.
  - Install new system designs by proposing conditions and flowcharts, recommending optimum access techniques and coordinating implementation.
  - Maintain database performance by calculating optimum values for database parameters, executing new releases, completing maintenance requirements, and evaluating computer operating systems and hardware products.
  - Meet all biannual reporting needs for internal data collection and analysis; build all forms, reports and grants; provide technical support, training and instruction creation; administration of all funding cycles; user management.
- ▶ **Greenville Technical College**, Greenville, South Carolina **2014 to 2014**  
**Lab Manager**
- Configured and maintained classroom and open lab computer equipment.
  - Provided technical support to students and faculty to accomplish academic goals.
  - Assisted with the maintenance of the division's computer equipment inventory including data sanitation.
- ▶ **Law Office of Fletcher N. Smith, Jr., LLC**, Greenville, South Carolina **2011 to 2012**  
**Paralegal**
- Interviewed clients and prepared pleadings for Domestic cases and Family Law.
  - Organized Medical Authorizations and Forms for Workers' Compensation, as well as Personal Injury Cases; prepared Pleadings/Files for Civil (including Personal Injury, Negligence, etc.) and Criminal Litigation.
- ▶ **Alorica, Inc.**, Greenville, South Carolina **2009 to 2010**  
**Lead Supervisor**
- Liaison between the Management Team of Supervisors and the Operations Manager.
  - Managed daily operations for a team of 21 agents.
  - Monitored live and recorded calls of agents to ensure high levels of professionalism and quality of customer service.
- ▶ **VP Marketing, LLC**, Atlanta, Georgia **2007 to 2009**  
**Senior Department Manager**
- Managed call center sales floor which consisted of monitoring all phone representatives to ensure they handled all calls professionally and proficiently.
  - Responsible for supervising 150 employees.
- Trainer**
- Revised scripts and processes for customer service and verification departments to decrease service/product cancellation and increase productivity.
- Customer Service Manager**
- Developed reports to show the cash flow of company funds from the beginning with customer contract to completion of product fulfillment.
- ▶ **Law Office of Theo W. Mitchell & Associates, LLC**, Greenville, South Carolina **2001 to 2007**  
**Paralegal**
- Assisted Theo W. Mitchell, Esquire with calendar maintenance and arranging travel accommodations.
  - Prepared cases in the following areas – Workers' Compensation, Social Security Disability and Personal Injury.

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## Public Speaking Engagements

- Overcoming Obstacles to Student Success Conference, Greenville Technical College (August 2018)
- GE Leadership Lunch, General Electric Company (October 2017)
- Faculty Senate Campaign, Greenville Technical College (September 2017)
- Management Campaign Meeting, Greenville Technical College (September 2016)
- Employee Campaign Meeting, Thomas McAfee Funeral Home (August 2016)
- Loaned Executive Training, United Way of Greenville County (July 2016)
- Executive Team Meeting with CEO Pete Selleck, Michelin North America (July 2016)
- A Night of Empowerment – Table Facilitator, Greenville Housing Authority (February 2016)
- Youth Volunteer Engagement, GREEN Charter School (January 2016)
- Bank of America Campaign Kickoff, Bank of America Corporate (October 2015)
- Palmetto Society Employee Meeting, Lockheed Martin Aeronautics – Donaldson Center (October 2015)
- Employee Campaign Kickoff, Coldwell Banker Caine (September 2015)
- Employee Campaign Meeting, GE Manufacturing (September 2015)
- GE Leadership Lunch, General Electric Company (September 2015)
- Campaign Meeting, Renewable Water Resources (ReWa) (July 2015)
- UWGC Staff Meeting – Internal Campaign, United Way of Greenville County (March 2015)
- Campaign Retreat, TD Corporate Office (February 2015)
- Social Innovation Fund Webinar – Riley Institute, Furman University (October 2014)
- United Way Women’s Leadership Luncheon, TD Convention Center (September 2014)

## Video Presentations

- Women’s Leadership Luncheon, 2014 – <https://youtu.be/WIIVLgrteF4>
- United Way of Greenville County Highlights, 2014 – <https://youtu.be/Dehk4yb9wSI> (Voiceover at the end)
- Pacesetters, Let’s Get it Started, 2016 – <https://youtu.be/EKzFn6eknuc> (Cameo)
- Greenville Technical College, 2016 – <https://youtu.be/UXtazgoZfIE>
- Jobs to Careers Program, 2016 – [https://youtu.be/V6DU\\_D2QUB4](https://youtu.be/V6DU_D2QUB4)
- General Electric (GE) Leadership Lunch, 2017 – <https://youtu.be/su3VNG2Vp2A>

## References

Available upon request