

LORI VEZINA-STOW

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OBJECTIVE

I am seeking a technical or analytic position requiring demonstration of SQL query writing and SQL programming within a Business Intelligence or data centric environment.

PROFESSIONAL EXPERIENCE

TELECOMMUNICATIONS: Collections/Finance/ Technical Support/Network/Customer Service

AEROSPACE: IT Support

SOFTWARE: Customer Service/Product Support/Technical Problem Solving

TECHNICAL SKILLS

Writing T-SQL Advanced Queries (MCTS SQL 2008 Certification), C# Programming Knowledge, Writing, Running, and Editing Macros, Microsoft Visual Studio/BIDS, Technical Writing and Editing, Microsoft Office/Visio, Microsoft SQL Server Management Studio, Adobe Photoshop, Adobe Illustrator, and Adobe Dreamweaver, SSRS

EMPLOYMENT HISTORY

T-Mobile

Five years working in T-Mobile's Finance and Direct To Customer departments specializing in collection processes.

2010 - Present Offline Specialist. Perfect quality and exceeded daily productivity goals by an average of 137%.

2007-10 Three years as an OCA Specialist II in T-Mobile's Portfolio Risk Operations and Cash Applications departments providing primary contact with T-Mobile's outside collection agencies for account research, payment information, and inquiries to improve collection efforts. Received awards for reorganizing the OCA policy Word document saving OCA supervisor tens of hours of work each week.

Boeing (TEKsystems)

2007 - Six months as a Universal Analyst for the Boeing Enterprise Help Desk providing first level technical assistance/phone support to all internal employees and vendors to all levels of understanding.

Western Wireless Corporation/Alltel

Four years at Western Wireless Corporation/Alltel in various positions.

2006-07 - As a Technical Support Representative troubleshoot Lucent, Nortel, and Motorola switches while resolving wireless issues regarding data with SMS, MMS, Brew, voicemail, and other wireless internet applications.

2005-06 - As the WLNP Type 1 Migration Coordinator facilitated call routing for landline and cellular networks, and testing future VeriSign releases while completing migrations ahead of timeline and with no customer impact.

2004-05 - As a WLNP Porting Center Representative used technical writing skills while collaborating on the Methods & Procedures and Job Aids for Local Number Portability for both Wireless and Wireline processes.

2003-04 - As a Sales Representative for Western Wireless Corporation, sold equipment to existing customers.

Microsoft (VOLT)

2002-03 and **2000-01** - As a Customer Service Representative/Technical Router for Microsoft Product Support Services determined customer's support entitlement and demonstrated how to utilize web based support options for Microsoft products and earned 4 certifications for Microsoft 2000 Server.

ACCOLADES AND AWARDS

TOP CAT - T-Mobile - OCA Specialist II - 2010

POOH BAH - T-Mobile - OCA Specialist II - 2010

PRO STAR - T-Mobile - OCA Specialist II - 2008

PEAK - Western Wireless Corporation - WLNP Type 1 Migration Coordinator - 2005

EDUCATION/TRAINING

BELLEVUE COLLEGE - Business Intelligence Certificate (to be completed in 2013) and C# Programming

MORE TECHNOLOGY - MCTS SQL 2008 70-433 Certification and C# Programming (studied with Joes 2 Pros authors/experts.)

CORNISH COLLEGE OF THE ARTS - BFA, 1997