

Heidi I. Jones

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EDUCATION

Certified QuickBooks ProAdvisor 2005, 2006
Certificate – Facilitating Conflict Resolution
Introduction to Oracle 8i: SQL and PL/SQL
Completed course work for MA Sociology
BA Sociology

Intuit, Mountain View, Calif.
Creative Response to Conflict, Takoma Park, Md.
Oracle Education, Baltimore, Md.
University of Maryland, College Park, Md.
Pennsylvania State University, University Park, Pa.

TECHNICAL SKILLS

Development tools

Notes/Domino 4.6-6.0
MS Access, SQL
LotusScript, JavaScript
VBA, OLE, ODBC
HTML, DHTML, CSS
Actinic

Platforms

Windows (all desktop
and server editions)
Macintosh (limited)
MS-DOS
Unix (limited)

Graphic design tools

PhotoShop
ImageReady
Illustrator
PageMaker
Quark XPress
Acrobat

Office software

QuickBooks (all)
MS Office (all)
WordPerfect Suite (all)
OpenOffice
AppleWorks
ACT!

EXPERIENCE

Ridgerunner Consulting, Blossburg, Pa./The Solun Group, Laurel, Md.

5/98 – present

Provide innovative operations and Internet services for small businesses, governments, corporations, nonprofits and individuals, including evaluating, installing, upgrading and supporting computer and network hardware, software, Cat 5e and wireless networks; evaluate, design, set up and support Web sites and databases. Help small businesses, local governments, and nonprofits evaluate, select and configure QuickBooks, and integrate with third-party applications. Provide software and Internet tutoring for individuals and groups. Analyze financial situations and provide recommendations.

- ♦ Toddler University Daycare & Preschool, Inc.: Implemented EZ-Care daycare management software. Integrated with QuickBooks. Trained users.
- ♦ www.TiogaLakeAndCanyon.com: Created small ecommerce site for local tourism promotion agency.
- ♦ www.DonKnaus.com: Created small ecommerce site for promoting and selling author's new book.
- ♦ www.SolomonsWay.org: Created and maintained small site for promoting a conflict resolution business.
- ♦ www.RockSteadyKennelAndSupply.com: Tutored kennel owners in HTML design for attractive and usable site.
- ♦ Mansfield VFW, Hillside Rod & Gun: Created ticket inventory and sales tracking database in MS Access.
- ♦ Hillside Rod & Gun Club: Evaluated financial situation; selected, installed, trained treasurer in use of QuickBooks Pro 2006. Recommended financial management processes. In 2004 and 2005, club saw a loss of \$42,000. The club will have over \$20,000 profit for 2006. Successfully applied for IRS 501(c)(7) status.
- ♦ Northern Tier Athletics: Evaluated existing accounting and retail point-of-sale situation, recommended, purchased and installed and configured QuickBooks Premier Retail Edition and QuickBooks Point of Sale, including migrating accounting data from Peachtree to QuickBooks. Built wired and wireless network, installed and upgraded computers, created web integration plan.
- ♦ Citizens & Northern Bank: Created Microsoft Access application for internal bank auditors to review and audit loans. Application provides extremely detailed reports and scoring mechanism on per loan and per audit bases, and an easy-to-use interface for multiple users.
- ♦ Lucia's Needle Arts, www.flyingneedle.com: Reviewed e-commerce packages for needle arts retail store. Created easy-to-use navigation. Integrated Actinic with existing QuickBooks inventory. Set up PayPal integration. Taught users how to process online orders, update inventory, add pictures, descriptions, other information. Before project, online sales were 15 percent of total sales. After eight months, online sales were over 50 percent of total.
- ♦ R&T Mechanical: Designed and installed Microsoft Small Business Server 2003 based network for growing metal fabrication firm. Worked with owners and staff to develop specifications. Ordered, configured hub, DSL router,

workstations, server, printers. System includes disaster recovery plan, tape back up, off-site storage, security. Set up remote email hosting and domain.

- ◆ Citizens & Northern Financial Services: Created Microsoft Access application for financial services firm to track all insurance policies sold, premiums, sales, and commissions. Application provides reports for salespeople, various levels of management, and administrative assistant.
- ◆ Provided customized technology recommendations and training for visually impaired and blind residents of Tioga and Bradford counties through the Pennsylvania Department of Labor's Office of Vocational Rehabilitation Service.
- ◆ Blossburg Municipal Authority: Analyzed quasi-governmental organization accounting practices and budget. Created five-year plan detailing necessary rate increases and budget cuts to meet organizational needs and goals. After nearly two years, analysis is still accurate and plan is still being followed.
- ◆ Blossburg Coal Festival: Created and implemented public relations campaign for annual community festival including radio, television and print materials. Increased 2003 advanced carnival ticket sales by 500 percent.
- ◆ Participated in Southern Tioga School District's technology planning committee; developed a set of recommendations involving computer resource planning, purchasing, and inventory.
- ◆ Developed comprehensive four-year information technology plan for small borough government. Plan included Internet connectivity, network, computer purchases, upgrades, and accounting and utility billing software options.
- ◆ Created a comprehensive network operations and Internet connectivity plan for a small international non-profit with no IT staff and limited resources. Plan included design for new server-based Microsoft network, data security and integrity, and evaluation of Internet connectivity, email, Web hosting options. Consulted with staff throughout implementation.

President Blossburg V.I.B.E. 4/04 – 7/06
Consultant 7/06 – present
Created and led community development organization to successfully apply for Pennsylvania Department of Community and Economic Development Main Street program grants. Successfully applied for grant from state Rep. Matt Baker. Work with local property owners to complete applications for grants for façade improvements from V.I.B.E. Work with current president to assure compliance with grant programs. Seek additional grant opportunities. Work with borough government, community members and organizations to achieve community goals as described in mission and the results of the visioning sessions I led in June 2004. Successfully applied for IRS 501(c)(3) status. Lead skill-building sessions with the Tioga County Development Corp. Community Leadership Program to help participants develop methods of creating change in their local communities. Attend trainings and meetings conducted by the Pennsylvania Downtown Center.

Secretary Blossburg Improvement Association 1/06 - present
Record and write minutes for nonprofit real estate development corporation. Applied for IRS 501(c)(3) status (pending). Manage correspondence and filing. Manage budget, assist treasurer with financial planning.

Information Systems Manager Association for Conflict Resolution, Washington, D.C. 6/01 – 2/03
Consultant 2/03 – 11/03

- ◆ Planned, implemented, and maintained Windows 2000 network: file/print server, Domino mail server, cabling, backup and disaster recovery, hubs, firewall, DHCP, VPN, and Internet connectivity. Administered three Domino application and mail servers. Managed multiple domains.
- ◆ Planned, purchased or refurbished, configured, inventoried, and diagnosed all Windows PCs and one iMac OS X.
- ◆ Provided training and troubleshooting for office and custom applications. Provided help-desk services.
- ◆ Designed and implemented Domino-based Web site for new membership association featuring
 - ◇ Password-protected members-only area with contact information editing, approval routing, and member directory.
 - ◇ Secure credit card transactions for membership applications, renewals, conference registrations, and publications.
 - ◇ Discussion forums for subgroups with role-based security, document routing, calendar, and new message notification.
 - ◇ Integration with existing MS Access membership database via ODBC. Also managed and upgraded Access database.

- ◇ LotusScript, JavaScript, HTML, ODBC, and OLE.
- ◆ Created and designed attractive, useful information architecture and navigation scheme.
- ◆ Facilitated requirements-gathering sessions. Developed requirements into application and system designs.
- ◆ Managed \$60,000 information technology budget. Managed consultants as needed.

Senior Analyst/Programmer Verizon (through Ajilon), Baltimore, Md. 8/99 – 6/01

Provided rapid application design and development for fast-paced Fortune-50 telecommunications corporation:

- ◆ Worked with end users, process specialists, and management to create thoughtful processes and requirements to satisfy multiple needs, resulting in powerful Lotus Notes/Domino applications supporting deployment of nationwide DSL network, including integration of Bell Atlantic and GTE systems and processes.
- ◆ Led team of five Lotus Notes/Domino developers and one documentation specialist.
- ◆ Trained users on new applications. Wrote and supervised application documentation.

Web Developer Compaq Computer Corp. (through TAC Engineering), Greenbelt, Md. 8/99 – 10/99

Supported manager of e-commerce and Web development in achieving federal sales division's Internet goals.

- ◆ Redesigned primary site to improve navigation and information provision. Created pages in compliance with Compaq's exacting standards.
- ◆ Managed extranets, intranets, and NT servers as needed.

Software Engineer SIGNAL Corp., Falls Church, Va. 3/99 – 8/99

- ◆ Designed and developed custom Notes/Domino dynamic content-management application for complex government Web site. Developed graphic/navigation style, structure, content, and content management tool. Users did not have to know any Web programming to add, edit, and manage content.
- ◆ Developed and refined user interfaces and workflow processes for Notes/Domino-based order tracking system for government procurement staff and their vendors. Improved graphics, instructions, and processes.

Housing Assistance Council Washington, D.C. 2/97-2/99

Jack-of-all-trades for 27-year-old national rural housing nonprofit, focusing on information technology and communications:

- ◆ Collaborated with staff computer task force and consultants to plan and implement organization's migration to a network, standard operating system, standard office software, and Lotus Notes groupware. Resulted in improved internal and external communications, data security, and organizational efficiency. Worked within strict budget constraints.
- ◆ Built, administered Microsoft network and Notes/Domino server. Provided training, help-desk services to users.
- ◆ Designed Lotus Notes workflow applications based on full development life cycle techniques to improve organization efficiency and reporting. Co-developed conference registration/workshop/funder application for Dec. 1998 national conference.
- ◆ Wrote research report on USDA housing program, analyzing statistics provided by USDA.
- ◆ Assisted research associates with statistical and program analysis.
- ◆ Redesigned website, improving navigation, architecture and information provision. Expanded site from 35 files to over 250. Wrote and managed content.
- ◆ Provided public and media communications services that resulted in significant media coverage and contributed to increased Congressional appropriation:
 - ◇ Wrote and edited *HAC News* (circ. 5,100), the only publication for rural housing advocates and practitioners, on biweekly deadline. Also wrote and edited 24-page annual report and quarterly reports to funding sources.
 - ◇ Designed organization's first public relations program with emphasis on local and trade media outlets.
 - ◇ Planned and executed new identity system, including logo, stationery, brochures, and publications.
 - ◇ Selected, trained, and supervised communications assistant and intern.