

Ms. Laura B. Francis

P.O. Box 1171, 304 Pine Hill Loop
Bastrop, Texas 78602
(512) 704-7574 hm.
(512) 302-2331 cel.

Objective: to utilize my customer service expertise, computer knowledge, Microsoft Office and Adobe CS4 software training, research, written composition and graphic design skills to enhance creativity and production in an office environment using both digital and printed formats.

Skills and Experience:

- ◆ Over twenty years of combined retail, office and library customer service experience
- ◆ 8 years municipal web site design and maintenance experience
- ◆ Proficient with Windows XP, MS Office 2007 Professional, Open Office 3.1
- ◆ Graphic Design using Adobe CS4 Dreamweaver and Photoshop to update, create and maintain web sites and custom edit photographs
- ◆ Experience with scanning hard copy documents for digital storage and conversion of optical character recognition into a variety of formats using OmniPage Pro 16.
- ◆ Basic network server and PC workstation trouble shooting for hardware and software errors.
- ◆ Prior experience in sales with high profile products that require in depth product knowledge training
- ◆ Over 10 years of experience with retail visual merchandising and signage
- ◆ Expert written composition skills in correspondence, website text, and marketing copy writing
- ◆ 2 years intensive library reference and Internet research experience in public customer service
- ◆ Keyboarding speed 19500 kph
- ◆ Ten key entry by touch

Work History:

Home Health Care Attendant

3-15-10 to present

Bluebonnet Home Health Care

1005 Main Street
Bastrop, Texas 78602
512-303-3912

Municipal Webmaster / Library Associate, Reference Dept.

12-2-98 to the 7-24-09

City of Bastrop, Bastrop Public Library

1100 Church Street, P.O. Box 670
Bastrop, Texas 78602
512-321-5441

Retail Inventory Clerk, part time

8-29-1998 to 4-30-1999

Tally Inventory Services:

Owner: Mr. Ron Howard, (now deceased)
P.O. Box 84, Bastrop, Texas 78602
former business phone 512-360-4407

PC Help Desk Telephone Agent :

12-19-96 to 4-30-1997

GTE Customer Networks

919 Congress Ave., 5th floor, Austin, Tx. 78701, (512) 434-3049
(Contracted through **Norrell Staffing Services**
9101 Burnet Road, Austin, Tx. 78758, (512) 833-0701)

Licensing Technician I, Temporary

8-1-95 to 10-25-96

(Contracted through Advantage Temporaries 1033 La Posada, Ste. 150, Austin, Tx. 78752, (512) 302-9700, various contracts from 7-15-96 to 11-14-96)

Texas Lottery Commission

P.O.Box 16660, Austin, Tx. 78761, (512) 323-3700

PC Parts Reconciliations Clerk

5-17-95 to 7-14-95

Max Serv (Sears PC Repair Center)

8317 Cross Park Drive, Austin, Tx. 78761, (512) 834-8341

(contracted through Tri - Starr Personnel, 7800 N. Mopac, Ste. 320, Austin, Tx. 78759, (512) 345-1257, Contracts from 12-9-94 to 7-12-96)

Return Check Collections Clerk

12-9-94 to 4-14-95

H.E.B. District Office

505 E. Huntland Drive, Austin, Tx. 78752, (512) 371-5700 (contracted through Tri - Starr Personnel)

Data Entry and Quality Control Clerk (Independent contract)

6-23-94 to 10-18-94

Optical Document Technologies,

8000 Anderson Square, Ste. 300, Austin, Tx. 78757, (512) 452-0505

Sales Associate/ Visual Merchandising Assistant

11-19-92 to 6-20-94

The Nature Company

6001 Airport Blvd., Austin, Tx. 78752, (512) 454-5707

Visual Merchandising Assistant/ Sign Printer

11-90 to 11-92

Scarboroughs Department Stores

4001 N. Lamar , Austin, Tx. 78756, (512) 452-4220

Assistant Dairy Buyer/ Sales Associate

4-11-89 to 10-90

Whole Foods Market

601 N. Lamar, Austin, Tx. 78704, (512) 476-1206

Assistant Advertising Director/ Visual Merchandiser

7-85 to 2-89

Goldstein- Migel Department Store

275 Lake Air Center, Waco, Tx., 76710, (817) 776-4230

Crime Laboratory Clerk I (Seasonal state employee)

6-84 to 8-84 / 5-83 to 8-83 / 5-82 to 8-82

Texas Department of Public Safety

1617 East Crest Drive, Waco, Tx. 76705, (817) 799-6281

Education:

Salutatorian, Class of 1982, University High School, Waco, Texas.: member of National Honor Society.

Associate of Liberal Arts Degree, McLennan Community College, Waco, Texas:

Scholarship honor student, member of Phi Theta Kappa and Psi Beta.

University of Texas at Austin:: Completed 12 supplemental hours in philosophy and psychology, Fall 1984 .

Webmaster of Design and Media Certificate, Austin Community College: accredited by the World Organization of Webmasters. Capstone project Completed December 14, 2001.