

Julie Angarone

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SUMMARY

I am a computer support professional with 12 years of experience in an academic setting supporting hardware and software as well as creating web sites and maintaining databases.

PROFESSIONAL EXPERIENCE

PRINCETON UNIVERSITY, Princeton, NJ

1998-Present

Computer Support Specialist (Department of Art & Archaeology)

Primary responsibilities include design and maintenance of web sites for the department using Dreamweaver, Roxen CMS, Fireworks, PHP, MySQL, Flash, Photoshop, and InDesign as well as installation, maintenance, and troubleshooting of hardware and software for 45+ users including support of current as well as older versions of MS Windows and MS Office, and current and older versions of MAC OS and MAC versions of MS Office.

- Designed and maintain several departmental web sites using Roxen and Dreamweaver, HTML, XML, RXML, CSS
- Used PHP and MySQL to create registration forms for departmental conferences and symposia
- Utilized InDesign to make brochures, flyers, programs and photo exhibitions
- Integrated departmental Microsoft Access databases with the department website to provide archived research photograph data to associated scholars
- Provided support for several departmental Microsoft Access databases including digital image and archaeological record data
- Implemented a Helpful Hint newsletter to increase computer literacy by giving weekly tips to faculty and students
- Continuously advised 20+ students and 30+ faculty on computer equipment and software purchases
- Organized and lead Q&A Sessions throughout the summer to demonstrate common software applications
- Implemented a change involving CSS in the Helpdesk website which improved usability of the site for the entire campus audience
- Suggested and created an online face book for a large group of computer support personnel creating a greater sense of community

THE COLLEGE OF NEW JERSEY, Ewing, NJ

August 2007- December 2007

Adjunct Faculty · Technical Writing

- Developed the Technical Writing course from scratch with no prior knowledge of the department or the course
- Created a challenging syllabus for the students: <http://www.julieangarone.com/imm340/syllabus.html>

UNION CAMP CORPORATION, Lawrenceville, NJ

1996-1998

PC/LAN Administrator

Primary responsibilities included installation, maintenance, and troubleshooting of hardware and software for 200+ users; administration of NT 4.0 Server, Netware 3.12, and Lotus Notes 4.51; maintenance and administration of Lucent Definity and Infinity phone systems; end user training and support of Office 95, Office 97, Windows 95, and specialized software packages; maintenance and scheduling of videoconference equipment.

- Designed a Patent Billing database used to track legal expenditures across company divisions in Access using Visual Basic code and complex calculations
- Created and implemented a new system based on an Excel front-end linked with Visual Basic code to an Access back-end to track employee Project Hours
- Initiated an effort to increase computer literacy within the corporate R&D division. This included initiation and planning of a computer training facility
- Developed and delivered training modules focusing on Lotus Notes, Office 97, Windows 95 and Internet Explorer
- Documented responsibilities and created manuals for completing computer support tasks
- Organized and completed rollout of each major upgrade of all company standard software packages
- Served on the Emergency Squad and received training in Hazmat, CPR, and first aid

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PROCTER & GAMBLE PHARMACEUTICALS, Norwich, NY

1996-1997

Research Associate: Used a variety of wet chemical procedures, physical testing, and method validation.

- Served on a committee to convert standard methods from HP3000 to Microsoft Word using Documentum
- Validated intermediate computer programs using FDA guidelines

EDUCATION

Drexel University, Philadelphia, PA

MS in Instruction and Instructional Technology Certificate

May 2010

GPA 4.0

- Instrumental in the addition of mid-semester student evaluations of online courses
- Completed all relevant Praxis exams with above average scores
- Obtained NJ Certificate of Eligibility for Elementary Education, Middle School Science, and Computer Hardware Technician
- Completed Instructional Technology Certificate with an emphasis on management and community building

New Jersey Institute of Technology, Newark, NJ

MS Professional and Technical Communication (MSPTC)

August 2007

GPA 4.0

- Instrumental in the addition of Information Architecture to the curriculum
- Redesigned the MSPTC program website using audience analysis, reader response theory, governmental regulations for academic institutions, and usability testing
- Final project focused on information architecture and usability

Thomas Edison State College, Trenton, NJ

BA Natural Science and Math

April 2005

Alpha Sigma Lambda National Honor Society

Grantham College of Engineering, Slidell, Louisiana

AAS Computer Science

June 1999

Broome Community College, Binghamton, NY

AAS Chemical Engineering Technology

May 1994

Presidents List, Deans List

CERTIFICATES

Princeton University Management Development Certificate

Microsoft Certified Professional

Lotus Notes Certified Specialist (System Administration)

Microsoft Access Certified Expert

CompTIA A+ Hardware Certification

NJ Education Certificates of Eligibility in Elementary Education, Middle School Science, and Computer Hardware Technician

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