

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 including Outlook, and current and older versions of MAC OS and MAC versions of MS Office.

- ☞ Designed and maintain several departmental web sites using Roxen, Dreamweaver, and primarily HTML and CSS
- ☞ Used PHP and MySQL to create registration forms for departmental conferences and symposia
- ☞ Learned InDesign to make brochures, flyers, programs and photo exhibitions.
- ☞ Integrated departmental Access databases with the department website to provide data via the internet
- ☞ Designed and maintain an Access database of departmental computer assets
- ☞ Provide support for several departmental Access databases
- ☞ Implemented a Helpful Hint newsletter to increase computer literacy by giving weekly tips to faculty and students
- ☞ Implemented a standardization of email clients
- ☞ Advise students and faculty on computer purchases
- ☞ Run Q&A Sessions throughout the summer to demonstrate common software applications
- ☞ Implemented a change involving CSS in the Helpdesk website which improved the usability for the entire campus
- ☞ Suggested and created a face book for a large group of computer support personnel who previously had trouble putting names to faces

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

1997-1998

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 to track employee Project Hours. The system was based on an Excel front-end linked with Visual Basic code to an Access back-end.
- ☞ 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 every aspect of my 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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Research Technician

1996-1997

Worked under a Ph.D. chemist in Method Development

PROCTER & GAMBLE PHARMACEUTICALS, Norwich, NY

1994-1996

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

Currently attending Drexel University, Philadelphia, PA
Pursuing MS in Instruction and Instructional Technology Certificate
Expected Graduation Date: May 2010

MS Professional and Technical Communication (MSPTC)

New Jersey Institute of Technology

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

BA Natural Science and Math

Thomas Edison State College

April 2005

Alpha Sigma Lambda National Honor Society

AAS Computer Science

Grantham College of Engineering, Slidell, Louisiana

June 1999

AAS Chemical Engineering Technology

Broome Community College, Binghamton, NY

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