

ObjectiveExperienceEducationReferences**Ally McMahon**[REDACTED]
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Objective: To find placement in a company in the information technologies field with a corporate environment and adequate possibility for advancement. I also have a strong desire to increase my exposure to new technologies, computer programming, and corporate business practices.

Experience:April 1999 - August 2000 **Sykes Enterprises**, Ada OK

Trainer ISP/Customer Service account: Learned TPDM formatting, drafted training materials, and implemented training on several new, rapidly changing accounts.

Technician ISP account: Answered tech calls troubleshooting ISP connectivity, served as "Help Desk" on the floor, answering questions for other techs in person and in a tech chat-room.

Computer experience gained:

- Professional experience with MS Office (Word, Excel, Power Point, Access, etc.), MS Outlook, NetTerm, HyperTerminal, etc.
 - Working knowledge of Windows 95/98, McAfee Help Desk, database systems, networking, etc.
 - Hardware and software setup, integration, and troubleshooting.
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July 1997 - July 2000: **Shadowdancers, L.L.C.**, Ada OK

Intern Webpage design and development, including HTML coding, graphic creation and design; organization of office including filing, maintaining billing and general order; phone support, customer service, sales and marketing.

Computer experience gained:

- Professional experience with Microsoft Office 97, Windows 95/98, Microsoft Developer Studio, Adobe Photoshop, Macromedia Flash, Microsoft Publisher, etc.
- Working knowledge of Lightwave 3D, Bryce 3D, Adobe Illustrator.
- Alternative OS exposure: Windows 95/98, Windows NT, Linux, BeOS.

1996-1998: **East Central University Department of Theatre**, Ada OK

Costume Shoppe Made and repaired costumes, maintained order, helped find costumes, etc.

Department Office Answered phones, graded tests, ran errands for faculty, drafted documents.

Computer experience gained:

- Macintosh office Programs (WordPerfect, Word, etc).

1994-1996: **Valley View Regional Hospital**, Ada OK

Executive Assistant Assisted Director of Volunteers (Janet Wilburn) and Director of Environmental Services (Russ Lacen). Spreadsheet-based departmental scheduling, maintaining training records of all staff, drafting documents (nursing training manuals, job descriptions, etc), general secretarial responsibilities, including answering phones, scheduling appointments running errands (making copies, purchasing supplies, delivering paperwork, etc).

Computer experience gained:

- Professional experience with Windows 3.1, Word, WordPerfect,
- Excel spreadsheets, retail sales software, etc.

1992-1994: **Thompson Book and Supply Co**, Oklahoma City OK

Retail Sales Managing a portion of the store (stocking shelves, arranging sales displays and promotionals), assisting customers, and filling orders for schools.

Customer Service Answering phone calls for orders and status of orders, maintaining communications between customers and warehouse, or between sales staff and warehouse; filing and computer entry of orders.

Computer experience gained:

- Data entry and spreadsheet development.

Other Management Experience:

1990-1991: **Hastings Books, Music, & Video**, Ada OK

Opening Manager Responsible for opening the store, scheduling clerks, and managing money.

Book Dept Manager Staffed department, handled sales reports, managed people on sales floor, closed the store, managed staff during cleaning, and made deposits nightly.

Education:

University: East Central University, Ada OK
Graduated May, 1999

Degrees:

- B.A. in Communications (Theatre)
- B.A. in Art (Life Drawing)

Clubs and Organizations:

Dean's Honor Roll 1987-90, 1995-99
Kappa Kappa Psi Honorary Band Fraternity
Alpha Psi Omega Honorary Theatre Fraternity
Psi Chi Psychology Honor Group
ECU Band
ECU Theatre
ECU Art Club
Academy of Communication Arts

Position/Awards

Outstanding Pledge 1988

Scholarship Recipient 1987-90
Scholarship Recipient 1996-99
Student Board 1998-99
Secretary 1998

High School: Ada High School, Ada OK
Graduated 1987

Clubs and organizations:

- I.L.O. Advanced Learning Opportunities Classes 1983-87
- National Honor Society
- Art Club
- Band
- Choir
- Yearbook - Copy Editor and Art Editor, 1986-87

Lower:

- Glenwood Preschool, Ada OK
- Washington Elementary, Ada OK
- Ada Middle School, Ada OK

Clubs and organizations:

- I.L.O. Advanced Learning Opportunities Classes 1975-83
- Girl Scouts of America 1975-1980

Community Organizations

- ACT II Community Theatre Board Member 1996-present

- Shadowdancers Alternative Arts Association 1996-present

References:

Professional:

Russ Lacen - Director of Environmental Services, Valley View Regional Hospital

[REDACTED]

Susan Coleman - Assistant Director of Volunteer Services, Valley View Regional Hospital

[REDACTED]

Myra Manley - Manager Thompson's Retail Store (closed), Oklahoma City

[REDACTED]

Personal:

Eric Collier - Physical Therapist, Valley View Regional Hospital

[REDACTED]

Kristin Grant - Associate Music Professor, East Central University

[REDACTED]

Brad Jessop - Professor of Art, East Central University

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