

## Shannon Marie Russell

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### **PROFESSIONAL EXPERIENCE**

Peak Processing Employee (Scorer), Apr - May 2009 for NCS Pearson, Inc. in Coralville, IA

Using my home computer and software provided by Pearson, read and scored elementary school Reading and high school Mathematics problems while exceeding speed and accuracy criteria as determined by the client, including 1-2 days self-paced training on prompts, scoring procedures and software upgrades for each project. Maintained my own time sheets, and kept in contact with Human Resources and Scoring Support by telephone. Completed 6 projects, including projects in 2007 & 2008.

Telesales Representative, Sep 2005 - Feb 2007 for West Corporation in Loves Park, IL

In a busy call center environment, sold financial products to callers responding to mailed offers from a major credit card issuer. Provided superior customer assistance to the patrons of a major bank, redirecting calls and resolving customer complaints.

Reader/Evaluator, Mar 2003 - Jun 2003 for Measurement, Incorporated in Durham, NC

Read and evaluated hand-written student essays according to testing criteria determined by clients. Each project included 2-7 days training on prompts and scoring criteria. Completed more than 30 projects over 11 years. Recommended as Team Leader by Scoring Director in 1997. Length of projects varied. (Also scored projects 1992-93, 1995-97, 1999, 2001-02.)

Reference Librarian, Nov 2001 – May 2002 for Durham County Public Library in Durham, NC

Instructed and assisted patrons of all ages in the use of library and Internet resources. Selected and recommended sources for adult reference. Weeded outdated or superseded materials from all reference collections.

Administrative Assistant, Oct 2001 - Mar 2002 for Measurement, Incorporated in Durham, NC

Registered students and answered parent inquiries for the Independent School Entrance Exam.

Reference Librarian, Oct 2000 - Feb 2001 for Harnett County Public Library in Lillington, NC

Provided reference service for patrons, including instruction in library and computer use. Revised subject research guides, or pathfinders, for use by patrons. Weeded old books from the adult reference collection.

Library Assistant, Oct 1999 - Sep 2000 for North Carolina State University in Raleigh, NC

For Digital Library Initiatives, tested equipment and procedures for new digital scanning lab, including high speed document scanners, flatbed scanners, and micro-form scanners on both Macintosh and Windows NT platforms. Wrote "how-to" guides for use of equipment by staff and students. Assisted and trained visitors in the use of the lab.

For Access & Delivery Services, Course Reserves & Current Periodicals, scanned and entered into DRA over 1000 documents to be used by students as electronic course reserves. Consulted in evaluation of software for OCR conversion into HTML of reserve materials for access. Completed masking project to make older materials unavailable while the courses were not being taught.

Librarian, Sep 1997 - Jun 1999 for Keystone Systems in Raleigh, NC

Responded as first level support for KLAS library automation system when customers from multiple libraries across the United States called the help desk. Rewrote, updated and maintained installation and user guides, and reference manual for KLAS and the PROGRESS databases. Installation guide used primarily by technical staff. Produced and edited screen shots and described in detail software functions and procedures as required. Wrote several short "how to" guides for various features of the program, documenting new features that were not included in previous manuals and guides.

## **VOLUNTEER**

Americorps\*VISTA, Nov 2003 - Nov 2004 for Corporation for National and Community Services in Washington, DC

Assigned to YouthBuild Rockford in Rockford, IL. Enhanced leadership and social skills of YouthBuild trainees through the provision of community service, social and networking opportunities. Developed training for the Who Am I? self-esteem and prevention program for children and youth to be deployed at local elementary schools. Coordinated donations, publicity, client intake and delivery for Project Welcome Home, a community furniture bank.

## **EDUCATION**

Master of Science in Library Science, Dec 1995 from University of North Carolina at Chapel Hill, School of Information & Library Science in Chapel Hill, NC

Bachelor of Arts in English, May 1990 from St. Andrews Presbyterian College in Laurinburg, NC

## **QUALIFICATIONS**

- Master of Science in a professional field.
- 6+ years creating and editing documents using standard word processing and desktop publishing applications.
- 2+ years in a call center environment with sales and survey taking in addition to delivering first level technical assistance over the phone.
- 10+ years in fast-paced, results-oriented technical environments as varied as a credit card sales call center to a university library computer lab.
- 2+ years as sole creator and maintainer of technical and end user documentation.
- Trained end users on the use of computer and library equipment and software both in person and over the phone.
- Excellent verbal communication skills, including the ability to interview clients, patrons or co-workers to determine their needs and concerns.
- Strong ability to plan, write and present ideas in a clear non-technical manner tailored for a particular audience.
- Proven flexibility at handling multiple priorities or tasks and adapting to new technology, software and procedures.
- Demonstrated applied problem-solving skills using available resources.
- Highly detail-oriented and meticulous about accuracy, reliability and accountability.
- 1+ years selling financial products over the phone and entering accurate data.