

Sidney Marie Miller

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Dedicated Nonprofit Program Director

Motivated professional with extensive Information Technology experience focused on operational leadership, technical operations, and business strategy. Proven history of effectively managing and motivating systems engineers, administrators, and IT support teams for Fortune 500 companies. Lead by example and focus on self-empowerment and team development. 5 years of effective remote work experience.

PROFESSIONAL EXPERIENCE

Program Director	01/2015 – Present
Nonprofit Inc.	Irvine, CA

- Coordinate schedules and other comprehensive duties in a 100% remote environment
- Job duty and accomplishment
- Job duty and accomplishment

Planned Career Break	09/2013 – 12/2014
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- Took intentional pause to focus on full-time caregiving; Excited and energized to return to work
- Proactively pursued certifications through remote learning in QuickBooks 2019 and Microsoft Office, succeeding through outstanding self-management skills and a strong ability to focus

Senior Customer Service Technician (Remote)	04/2007 – 08/2013
Amazing Service LLC	Irvine, CA

- Worked remotely and independently to support 50+ customer calls daily, earning a 98% satisfied rating
- Job duty and accomplishment
- Job duty and accomplishment

TECHNOLOGY SKILLS

- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Remote communication: email, phone, videoconferencing (Skype, GoToMeeting, Zoom), Google Drive
- Adapts quickly to new and changing technology

EDUCATION AND TRAINING

Bachelor of Arts, Business Administration , College University	Boston, MA
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- Concentration: Management Information Systems