

ANITA C. FOX

SUMMARY

Motivated, results oriented systems administrator/data analyst with ability to manage multiple projects, work with creative, operations and technical staff, and to motivate work teams. Strong oral and written communication skills, a positive, enthusiastic and solution oriented leadership style, and a strong sense of personal accountability.

PROFESSIONAL EXPERIENCE

AMERICAN SOCIETY FOR QUALITY (ASQ), Milwaukee, WI

Systems Administrator/Data Analyst

2000 to present

- Responsible for customer database integrity
- Email bouncebacks less than 3% (down from 26%)
- Duplicate records reduced by 45%
- Marketing database SIC code match rate at 94%
- Subject matter expert in demographic data retrievals
- Determine need for special reports
 - Work with IT programmers to create reports needed
 - Validate accuracy of reports
- Write report requests for IT programmers
 - Submit and validate data retrieval requests

Team Leader/Project Manager

1996 to 2000

- Editor, ASQwire, ASQ's ezine of online information
- Selected as editor for collaborative marketing effort
- Circulation 17,000 to 45,000 in 3 months
- "Voice of the Customer" for extremely successful self directed learning products
- Certified Quality Manager Self Directed Learning program most successful product launch in ASQ history
- Attended trade shows to demonstrate and sell programs
- Direct manual clean up efforts
- Wrote procedures for accurate entry of customer demographic information
- Wrote business rules for systemic clean up
- Featured speaker at data integrity conference in New Orleans
- 50% reduction in returned mail in two years
- Train staff (organization wide) for customer demographic record entry
 - Audit accuracy of entry

ALL PRO DESIGN, Milwaukee, WI

1995 to 1996

Account Manager

- Responsible for placing professional and technical contract employees
- Maintained constant contact with client companies
- Marketed services by phone and broadcast fax

ADTEC STAFFING SERVICES, Milwaukee, WI

1994 to 1995

Staffing Coordinator

- Filled client requests with best qualified candidates
- Recruited, interviewed, tested and placed graphic designers and desktop publishers

INTERIM PERSONNEL, Milwaukee, WI

1993 to 1994

Customer Service Supervisor

- Responsible for daily client and employee contact
 - Regained lost accounts
 - Contacted clients in an effort to anticipate needs
 - Kept clients updated on status of work orders
 - Taught temporary employees interviewing skills

OTHER EXPERIENCE

- Famous Footwear, Store Manager
- Great Lakes Communications, Office Manager/Senior Supervisor
- Esquire Club, Special Occasion Catering and Red Lobster, Waitress/Bartender/Trainer

EDUCATION

University of Wisconsin-Madison

Coursework in Journalism/Communications