

# DONNA MORLOCK

6220 Alpine Meadows Loop • Reno, NV 89519

775-384-2614 • cromerzone@gmail.com

## OBJECTIVE:

I am seeking an environmentally-related company or cause, where I can apply my managerial and administrative skills to try to make the world a better place.

## SKILLS SUMMARY:

- Office & Project Management – Operations, Planning, Production, Supervising, Scheduling & Status Tracking
- Contract Administration – Contract Tracking & Billing – New Systems & Annual Support
- Bookkeeping & Accounting – Purchasing, Billing, AP, AR, Payroll, Shipping, Receiving, Inventory Control, Cash Flow Projection & Misc Financial Reporting
- Sales – Marketing Brochures, Proposal Writing, Quote Creation & Prospective Sales Tracking
- Technical Writing – Implementation & User Guides, Specifications, Design Engineering & Drafting
- Customer Support – System Testing, Documentation, Telephone Software Support & Follow up
- Proficient with Microsoft Excel, Word and Visio, as well as Quickbooks.

## HIGHLIGHTS:

- Managed office and performed any and all necessary administrative tasks for software developer whose suite of proprietary judicial products, AJIS Appear Speech and Comply, are now used in ALL of the U.S. Federal Courts.
- Successfully developed and managed the first permanent system installation department for one of the largest audio/visual contractors in the country.
- Administrated between fifteen and thirty contracts concurrently, totaling over \$6M (including audio systems for 10 Universal Studios Florida attractions, the San Jose Shark Arena, Oriole Park at Camden Yards and two portable video projection systems for the U. S. Army).
- Assisted in the development and implementation of three product lines of exclusive, computer-based, presentation systems used by several branches of the U. S. government as well as large private corporations.

## EDUCATION:

- Bachelor of Science Degree - Major: Natural Science / Minor: Geology
  - Towson University / Towson, MD

## EMPLOYMENT EXPERIENCE DETAILS:

### VoiceMetrix Corporation / Eldersburg, MD (From Reno, NV)

Spring 2013 to Present

Subcontractor

- Remote bookkeeping services and contract administration for new system and support contracts.

### VoiceMetrix Corporation / Eldersburg, MD

Fall 2001 to Spring 2013

Office Manager

- Developed and implemented office procedures, produced and organized documents and files, and created and utilized templates, checklists and other processes to run IVR software development office efficiently.

Full-Charge Bookkeeper / Contract Administrator

- Maintained QuickBooks Pro accounting system and Excel spreadsheets to provide essential financial reports. Tracked all contracts and their implementation status.

Sales / Marketing Administrator

- Created new sales quotes and RFP responses, maintained quote templates, and tracked all prospective sales. Produced product brochures and other sales literature.

Technical Writer / Design Document Administrator

- Created and maintained project implementation and user guides for desktop software users and systems administrators, including system flow diagrams & specifications.

Support Specialist

- Designed, configured and tested Appear Speech IVR systems and Appear Web Online Questionnaire/Summons Response forms, as well as subsequent customer requested changes.
- Maintained customer design documents and including Appear Speech Call Flows and Appear Web Data Specs. Tracked customer software versions, updates and design stats as needed.
- Provided telephone support for desktop program users as well as system administrators. Monitored automated customer server alert messages for potential system issues.

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## **EMPLOYMENT EXPERIENCE DETAILS (continued):**

### **Sierra Integrated Systems / Reno, NV**

**Spring 2014 to Fall 2014**

Office Assistant

- Maintained labor resources calendar, scheduled service calls, generated monthly service invoices, updated website information, assisted in billing, scanned and archived old client files, answered phones, etc.

### **Rylea Homes / Mount Airy, MD**

**Summer 1999 to Fall 2001**

Office Manager / Administrator / Full-Charge Bookkeeper / Customer Service Rep

- Developed and implemented office procedures, produced and organized documents and files, and created and utilized templates, checklists and other processes to run luxury home-builder office efficiently.
- Set up and maintained QuickBooks Pro accounting system. Created financial reports for job-costing and sales.
- Fielded customer calls for service and warranty issues.

### **CPR MultiMedia Solutions / Gaithersburg, MD**

**Fall 1995 to Summer 1999**

Sales / Proposal Administrator / Accounting Administrator

- Coordinated and participated in all phases of the proposal process. Assisted engineering in developing signal flow diagrams and complete parts lists for accurate price quotations. Wrote technical system description and scope of work. Developed Word and Excel templates to improve proposal creation efficiency. Produced and maintained proposal tracking reports. Maintained network computer files of all proposal related documents. Assisted in the development of three product lines of proprietary, computer-based, presentation systems.
- Created and managed billing, accounts receivable and collections. Initiated purchase orders and inventory adjustments. Maintained several financial reports for budget forecasting and tracking. Reconciled contracts for accurate job costing.

### **Audio Associates / Columbia, MD**

**Fall 1994 to Fall 1995**

Sales Office Administrator

- Processed dealer orders, generated invoices and provided general customer service for audio/video manufacturer's representative. Designed forms, sales flyers, newsletters and other sales and office documents. Maintained inventory control of "rep sample" equipment. Re-created and maintained a new dealer data base. Created computer drawings for custom equipment transport cases using AutoCAD.

### **Maryland Sound Industries, Inc. / Baltimore, MD**

**Fall 1983 to Fall 1994**

Installation Manager / Project Manager / Contract Administrator

- Managed the fabrication and installation of audio/video systems from start to finish. Coordinated labor resources, equipment purchasing, in-house fabrication, on-site installation and post-installation service.
- Produced equipment flow diagrams, electrical and construction drawings, and other fabrication drawings. Provided complete operations manuals, coordinated instructional sessions and documented technical data.
- Tracked all active contracts. Maintained spreadsheet job files to track equipment purchasing and receiving, initiate change orders, generate progress billings and provide job cost analysis.

### **Towson University / Technical Services Dept. / Towson, MD**

**Spring 1977 to Fall 1983**

Production Manager

- Coordinated and produced lighting, sound and A/V services for concerts, trade shows, gala affairs, sporting events and more, campus-wide. This included hiring, scheduling, supervising, billing, purchasing, job cost analysis and budget forecasting.

## **REFERENCES:**

**Robert Mayo, Owner & President, VoiceMetrix Corporation** - *Employer since Fall 2001*

1643 Liberty Road / Eldersburg, MD 21784 / 410-795-7975 / robert.mayo@voicemetrix.com

**Anjum Passi, Senior Programmer, VoiceMetrix Corporation** - *Coworker since Spring 2011*

1643 Liberty Road / Eldersburg, MD 21784 / 410-795-7975 / anjum@voicemetrix.com

**Mike Hughes, Telecom Coordinator, US District Court/South Carolina** - *VoiceMetrix client since 2002*

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