

Sarah M. O'Dell

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OBJECTIVE: To find a challenging position, with the possibility of advancement, where I can use my skills to benefit both the company and our customers.

QUALIFICATIONS

I enjoy challenges, am a quick learner, and always strive to expand my expertise. I strongly believe in finding ways to work more efficiently, while still maintaining a high level of quality. I believe the "right" path isn't necessarily the easiest. I am passionate about sharing knowledge with others. I am detail-oriented. I work well under either direct or minimal supervision, as well as with a group or individually. I am proficient with the use of Microsoft® Office and various web site development tools, and am familiar with Adobe® Creative Cloud software, for both the Windows and Macintosh operating systems.

EMPLOYMENT

Trek Bicycle Corporation

Waterloo, WI

July 2021-November 2021 | Global Training – Learning Services Specialist

- Design and maintain knowledge base/document library websites for both internal and external users in multiple countries.
- Collaborate with several teams from throughout the department and company to determine user "self-help"

requirements.

December 2020-June 2021 | Marketing / Ascend RMS Brand – Technical Writer / Communications Specialist

- Write, publish, and maintain user documentation (online/web site, PDF, and print) for international Microsoft® SQL-based point of sale/retail management software suite in an Agile software development environment. Coordinate translation/localization for international locations.
- Write, publish, and maintain release notes/change logs for software updates (beta/early release and general releases). Communicate release dates and important caveats to users.
- Design and maintain knowledge base and Microsoft Azure/WordPress-based websites for both internal and external users in multiple countries.
- Collaborate with several teams from throughout the department and company to determine recommended user practices.
- Assist with planning and creation of additional user resources (e.g. training videos/courses and monthly blog posts) and marketing materials.

December 2010-November 2020 | Ascend RMS – Technical Writer / Communications Specialist

- Write, publish, and maintain user documentation (online/web site, PDF, and print) for international Microsoft® SQL-based point of sale/retail management software suite in an Agile software development environment. Coordinate translation/localization for international locations.
- Write, publish, and maintain release notes/change logs for software updates (beta/early release and general releases). Communicate release dates and important

caveats to users.

- Maintain WordPress and Microsoft® SharePoint websites for both internal and external users in multiple countries.
- Collaborate with several teams from throughout the department and company to determine recommended user practices.
- Assist with planning and creation of additional user resources (e.g. training videos/courses and biweekly blog posts) and marketing materials.
- Collaborate with the technical support team to develop a training syllabus for new department employees. Assist with training new employees and uptraining current employees.

- Assist with staffing the technical support call center.

April 2008-November 2010 | Ascend RMS – Support Technician

- Answer incoming customer calls and e-mails regarding services and billing.
- Train customers in proper and recommended usage of point of sale/retail management software suite.
- Investigate abnormalities in customer databases (Microsoft® SQL-based). Coordinate required resolutions with second-level support and the customer.

Robert Half Technology

Middleton, WI

March 2008-April 2008 | Trek Bicycle Corporation | Ascend RMS – Support Technician

- Answer incoming customer calls and e-mails regarding services and billing.
- Train customers in proper and recommended usage of point of sale/retail management software suite.
- Investigate abnormalities in customer databases

(Microsoft® SQL-based). Coordinate required resolutions with second-level support and the customer.

February 2008 | Network Engineering Technologies | Project Coordinator

- Coordinate installation dates/times with individual stores. Answer incoming calls from on-site technicians to log in and out of work sites.

DDS Staffing Resources/Medical Staffing Resources Middleton, WI

October 2007-January 2008 | HumanaOne | Customer Intake Specialist

- Contact customers for transfer to underwriter to complete interview for health insurance applications. Schedule callbacks when customer unavailable.

Wisconsin Newspaper Association Madison, WI

January 2006-August 2007 | Clipping Bureau | Search Technician

- Prepare and digitally photograph incoming newspapers from throughout the state. Transmit images to consultants for inclusion in database.
- Search database for articles matching customer specifications. File copies of customer account details.

Sitel Corporation Madison, WI

July 2003-November 2005 | Dispute Resolution | Customer Service Professional

- Investigate customers' concerns of incorrect billing and perform corrections when necessary. Handle escalated and irregular corrections and disputes.

March 2000-July 2003 | DSL Setup | Subject Matter Expert/Team Manager Assistant

- Coordinate documentation and implementation of new/updated policies and procedures with the client. Train new and existing agents. Some backup management duties (e.g. monitoring agents' time, attendance, and daily work).
- Set up and modify customer accounts according to service changes. Investigate customers' concerns of

incorrect billing and perform corrections when necessary.
Handle escalated and irregular corrections and disputes.

August 1999-March 2000 | Web Site Services | Customer Service Professional

- Answer incoming customer calls regarding services and billing.
- Set up and modify customer accounts according to service changes.

Halloween Express

Madison, WI

October 2000 | Customer Service

- Handle sales, stocking, returns, refunds, and replacement of merchandise.
- Answer in-store and telephone inquiries.
- Ensure store is adequately organized and clean.

Kmart

Madison, WI

April 1997-August 1998, April 1999-January 2000 | Customer Service

- Handle sales, stocking, returns, refunds, and replacement of merchandise.
- Answer in-store and telephone inquiries.
- Train new and existing cashiers.
- Ensure store is adequately organized and clean. Verify accurate register closing.
- Substitute for employees absent from other departments (including janitorial/receiving/food service).

Drake & Company

Madison, WI

September 1998-February 1999 | Epic Systems Corporation | Receptionist

- Answer and direct incoming inquiries via telephone, postal mail, and in person.
- Ensure adequate stock of office supplies, proper operation of office equipment, and coordinate necessary repair and/or re-ordering.

- Assist with copying, binding, etc. of documents for both internal and customer use. Ensure preparation of materials completed in time for scheduled training classes.

UW Madison Saturday Enrichment Program

Madison, WI

March 1997-April 1997 | Assistant Teacher

- Assist primary teacher with development, planning, and coordination of class plans. Take over classroom instruction when primary teacher unavailable.

EDUCATION

Moraine Park Technical College

Fond du Lac, WI

June 2015-December 2019

- Web Site Coordinator Certificate (expected 2022)
- Information Technology – Web Designer/Developer Technical Diploma (expected 2023)
- Information Technology – Web Development & Design Specialist Associate of Applied Science Degree (expected 2024)
- Dean's List Fall 2016, Spring 2017

Madison College

Madison, WI

January 2004-May 2013

- Web Site Development Certificate (2008)
- Courses toward Administrative Assistant Associate in Applied Science Degree
- Dean's List Fall 2007

DeForest High School

DeForest, WI

August 1994-May 1998

- High School Diploma
- 5 years Spanish classes

SKILLS

Software & Frameworks

- Adobe® Creative Cloud suite
- Adobe® RoboHelp
- Adobe® Workfront
- Apple MacOS / iOS
- Assima STT Trainer
- Bootstrap
- cPanel
- FileZilla Client
- Google Analytics / Tag Manager
- Intuit QuickBooks®
- MadCap MadPak suite
- Microsoft® Dynamics CRM
- Microsoft® Expression
- Microsoft® Office suite (including O365, Teams, Access, & Visio)
- Microsoft® SharePoint
- Microsoft® SQL Server
- Microsoft® Windows
- Microsoft® Azure
- MySQL Workbench
- Oracle NetSuite Bronto Marketing Platform
- SDL Trados
- Slack
- Sparc Retail
- TeamViewer
- Techsmith Snagit & Jing

- WordPress
- UserVoice

Programming Languages

- CSS3
- HTML5
- PHP
- SQL

Processes & Procedures

- Agile software development
- Call center staffing
- Customer service
- Inventory management
- Knowledge base architecture
- Online help development & management
- Retail best practices
- Software documentation
- Software training
- Technical support & troubleshooting (remote & in-person)
- Translation management & coordination
- Web analytics
- Web design (including SEO practices)
- Website localization