

SYLVIA LACKMANN

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OBJECTIVE

To obtain a challenging position in education where I can utilize my technology/design skills for the growth of the organization.

PROFILE

- 5 years education experience coupled 8 years of professional experience with computers, internet marketing, web design and development and graphic design.
- Possess 8 years of professional experience in web design and development.
- 15 years of computer hardware and software experience: Wireless Networking, Database Management, Server maintenance and Software, SQL, Web Services, Microsoft Office, Project, and Access, Dreamweaver, Adobe Creative Suite 5 and Premiere, html5, xml, xhtml, css3, JavaScript, JQuery, PHP, Hyperscripting (Macromedia Authorware & Flash), all aspects of web development and cross-platform versatility, and more.
- Proficient knowledge of printers, desktops, laptops and networking equipment.
- Specialize in E-Commerce, Internet Security, Pen testing and Vulnerability Assessment.
- Development of Computer-Based Training programs, E-learning and IT Project/Risk management.
- Proficient in online training/course design and development.
- Exceptional trouble-shooter and problem-solver with excellent oral and written communication skill.
- Goal oriented with ability to work effectively alone or as a strong team player with all levels of professional and support personnel.

SKILLS

- IT Solutions
- Computer Security
- Windows Server
- Microsoft SQL Server
- Website Development
- Web Design
- Photoshop / Illustrator
- Adobe Creative Suite
- Web Project Management
- Web Content
- Dreamweaver
- PHP
- phpMyAdmin
- JavaScript
- html5
- CSS3 and up
- Internet
- E-commerce
- SEO
- E-commerce
- E-commerce Consulting
- Microsoft Office
- Access MS Project
- Software Installation
- Computer Hardware
- Cloud Computing
- CMS
- LMS
- SharePoint
- Google Adwords
- Project Management
- Multimedia
- HTML
- Adobe Acrobat
- Online Marketing
- Customer Service Management
- Social Media Team Building
- Training Public Speaking
- Information Technology Troubleshooting
- Technical Support Windows
- Leadership Software Documentation
- Social Media Marketing

EXPERIENCE

- 07/10 – current** **eBusiness Solutions** **Tampa, FL**
Business Owner: Web Master, Graphic Design and Conception of Marketing and Promotional materials.
• eBusiness Solutions – <http://www.eBusinessSolutionsOnline.com>
- 12/15 – current** **Kelly Services** **Tampa, FL**
Substitute Teacher: Teaching Science, Math, Advanced Language Arts and Reading – Grades 4 -12
- 03/14 – 04/15** **One Touch Direct** **Tampa, FL**
IT Knowledge Management/Report Analyst/Training: Working as part of the IBM/Best Buy Level 2 Knowledge Management (KM) team in the process of developing, sharing, updating and effectively using the organizational knowledge base, ServiceNow enterprise IT cloud. Constantly communicating, automating and managing IT globally, with corporate IT teams locally and internationally for the most up to date knowledge support. Creation and analysis of reports for KM, constant monitoring of the IT Service Desk progress, and Quality Assurance. Create, maintain and implement training curriculum of up to date IBM/Best Buy/OTD knowledge.
- 12/13 – 03/14** **One Touch Direct** **Tampa, FL**
IT Quality Assurance: Direct and coach the IBM IT team in the IBM/Best Buy processes, and managing customer satisfaction. Mentoring and developing agent skills for productivity and building relationships. Work to improve performance, focusing particular attention on leading the team to improve the bottom line and employee development with data-driven results. Communication of key agent and team issues with all members of the Service Desk management team and active participation in department meetings.

04/13 – 12/13 **One Touch Direct** **Tampa, FL**
 Service Desk Analyst: IBM Service Desk providing IT expertise for International (US, Canada, India, Puerto Rico), Corporate, and Regional Best Buy and Future Shop Employees.

10/12 – 12/12 **South University** **Tampa, FL**
 Adjunct Professor: Teaching Introductory Office 2010 course – WORD, PowerPoint, and Excel.

09/07 – 06/10 **Psy Care** **Bradenton, FL**
 Mental Health Counselor: Mental Health, Substance abuse, Anger management, Suicide assessments, and other Documentation, as required by DJJ standards & program policies. Develop and implement clinical content of treatment plans. Individual and group therapy with all youth, and family therapy specializing in anger management and substance abuse. Monthly review of youth progress. Communicated with referral sources regarding clinical information, as necessary. Communicate regularly with case managers, physician, or nursing staff regarding clinical issues. Instruct and attend staff development and in-service programs.

11/06 - 03/07 **Stream** **Tampa, FL**
 AOL Technical Support: Bundled – Dial-up, DSL, Broadband Cable support for AOL users.

7/05 - 9/06 **Happy Labels.com** **Tampa, FL**
 Automation Specialist: Automated the company infrastructure, Web Master, Ecommerce, Project Management, Graphic Design and conception of Marketing Materials, IT and Server maintenance.

1/05 - 3/05 **Southwest Florida College** **Ft. Myers, FL**
 Adjunct Professor: Web design class for graphic artists.

8/01 - 9/04 **University of South Florida** **Tampa, FL**
 Teaching Assistant: Supervised multimedia lab, and assisted in multimedia classroom; Proctor for USF distance learning classes, including Psychological Foundations of Learning, Behavior Theory and Classroom Learning; Supervised on-site distance learning computer lab; Developed content for web-delivered classes and prototype for online practicum measurement.

EDUCATION

1999 – 2012 **University of South Florida** **Tampa/Sarasota-Manatee, FL**
 Master of Education (M.Ed.) , Curriculum and Instruction/Instructional Technology
 Master of Arts (M.A.) , Psychology - Applied Behavior Analysis
 Bachelor of Arts (B.A.) , Psychology
 Bachelor of Applied Science (B.A.Sc.) , Information Technology – IT Certificate in Web Design and Development

LANGUAGES

American Sign Language - ASL
 German