Iris L. Wyatt
9901 Liberty Bell Court
Charlotte NC 28269
wyattiris2000@yahoo.com

Skills:
17+ years of superb customer relationship skills
Provide administrative support to entire staff
High level attention to detail
Strong computer skills
Multitasking
Proficiency in the use of Microsoft Office programs
Admin for Google Suites – added users, suspended users, reset passwords
Windows Operating System
Ability to type 40+ WPM
Efficiently perform other duties as assigned

EDUCATION	**University of the District of Columbia**
	AA Degree, Advertising Design
	Capital Institute of Technology
	Certificate, Basic Electronics
	TESST Electronics and Computer
	Certificate, Office Computer Skills

EMPLOYMENT

Independent Contractor   **March 2020 - Present**
Currently working with Character.org (C.org) to create, maintain and provide technical support for five online applications.
- Met with C.org to assess their online application needs.
- Obtained quotes from three off-the-shelf online form vendors.
- Using C.org's specifications, created five online applications, four with more than 500 fields each.
- Trouble-shoot and resolve application issues.
- Provide technical support to C.org staff and applicants.
- Regularly update applications as needed.

Character Education Partnership (DBA Character.org)   **July 2007 – February 2020**
Database/Website Manager
Washington, DC

- **Managed Salesforce's Nonprofit Success Pack database**
    - Project manager for database conversion
    - Performed periodic checks to ensure data integrity.
    - Entered and updated membership data.
    - Entered donor data.
    - Created reports on data as needed.
    - Performed small customizations to database layouts.
    - Add additional fields to database as needed.
    - Respond in a timely manner to all member and donor queries.

- **Annual conference**
    - Designed and created PowerPoint slides for annual conference.

- o Provided run-of-the-show script to AV personnel.
- o Acted as liaison between Character.org and conference AV personnel, providing schedule of events and equipment requirements for conference speakers.
- o Communicated with all keynote speakers and major breakout speakers with important information regarding their PowerPoint specifications and time of arrival. Also to ascertain their mic requirements and to determine who will run the slides.
- o Managed conference data flow between conference database and Salesforce

- **Managed Sanford N. McDonnell Lifetime Achievement in Education Award process**
  - o Responded to queries.
  - o Worked with both the nominating committee and the nominating chair to ensure a smooth award process.
  - o Created weighted voting ballot matrix using Survey Monkey.
  - o Compiled nomination narratives, letters of recommendation and bios.
  - o Distributed narratives and other documents to nominating committee members.
  - o Report results of nomination to Character.org's CEO and board chair
    .

- **Managed and updated website daily to ensure validity of content.**
  - o Uploaded new content and images as needed.
  - o Designed and created new web pages utilizing WordPress wyswyg interface.
  - o Managed user accounts and applied permissions according to usage.
  - o Coordinated with staff to create specifications for re-design of new website and the development of two online applications. Reviewed bids and made recommendations. Worked with developers to ensure all requirements were met.

- **Miscellaneous Tasks**
  - o Designed and formatted monthly e-newsletter, *Essential Character*. Responsible for bulk email distribution of over 18,000 emails. Generated analytics and usage reports.
  - o Designed and created survey forms and online voting ballots.
  - o Designed promotional materials using InDesign.
  - o Using Cvent, uploaded and managed hundreds of email lists used for e-communications and marketing promotions.
  - o Provide administrative support as needed.

Kubanacan Restaurant　　　　　　　　**July 2005 – June 2007**
Owner/Operator
Fortaleza Brazil

Managed day-to-day operations of the restaurant
- Opening restaurant each morning
- Taking inventory of food and equipment
- Payroll
- Supervised staff

Character Education Partnership　　　　**April 2001 – June 2005**
Information Systems Manager
Washington, DC

- Served as iMIS database implementation project manager, acting as liaison between ASI (database vendor) and Character Education Partnership (CEP). Queried staff of eleven on database needs and expectations. Worked with vendor to help establish business laws and policies which ultimately determined database structure. Monitored costs and resources, bringing project in on time and under budget. Generated reports using Crystal Report Writer to facilitate distribution of information to membership, fundraising, and accounting departments; Created billing invoices, communication lists, financial data, and other reports as required by staff. Managed all areas of database, ensuring integrity of data.
- Served as project manager and technical coordinator for re-design of website. Created specifications for all bid requests. Reviewed bids and made recommendations. Acted as liaison between website developer and CEP.

- Managed and updated website daily to ensure validity of content. Uploaded new content and resources for online Resource Center.
- Provided technical support to staff on the following applications: Microsoft Office Suite, Windows Operating Systems, iMIS Database; added users to local area network; set up and managed email accounts; purchased new equipment and software; contact person between CEP and network service provider to resolve network and workstation problems.
- Prepared annual budget for technology and equipment needs.
- Formatted and distributed monthly e-newsletter *"Essential Character"* to Character.org members
- Provided administrative support as needed to eleven member staff.

Aaronson Consulting   **November 2000 – March 2001**
Columbia, Maryland

As an iMIS database consultant, created customized client specific reports in Crystal Report Writer and Microsoft Access.

Maryland Chamber of Commerce   **March 1995 – November 2000**
Technical Coordinator
Annapolis, Maryland

Computer Services

- Managed membership data in iMIS database; generated reports using Crystal Report Writer to facilitate distribution of membership information. Ensured data integrity. Developed and maintained procedures for data extraction. Acted as liaison between database vendor and the Chamber to correct software/programming problems. Acted as liaison between Chamber's COO and database vendors in selection of new database. Performed tests on potential replacement databases to assess capabilities based on Chamber requirements.

- Provided technical support to staff (Microsoft Office Suite, Windows 95/98, iMIS Database, CC Solutions Database, Castelle Fax Press, and other applications). Provided written documentation and instruction as required for all new software.

- Trained new employees in computer usage as it applied to the Chamber. Recommended additional training and made appropriate arrangements.

- Provided recommendations and quotes for new equipment and/or parts. Placed orders for same. Managed inventory of all computer equipment.

- Managed and updated Chamber website daily. Ensured validity of content and made recommendations for a user-friendly site, particularly as it relates to legislative areas. Acted as project manager for re-design of website.

- Acted as liaison between the Chamber and vendors to service the network and workstations.

- Provided general administrative support to CEO, Membership Department and Lobbyists as needed.

- Prepared yearly budget for projected computer needs.

Desktop Publishing
Designed promotional material for Chamber seminars and conferences. Updated/designed all promotional material used by sales staff, lobbying team, and grassroots division, including layout and design of all legislative publications. Submitted specifications to printing services for quote and prepared disks for output.

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Software:
Microsoft Office – Word, Excel, PowerPoint
WordPress Content Management System
Salesforce Nonprofit Success Pack
Cvent (email marketing and event registration software)
Experience with Adobe Illustrator, InDesign and Photoshop
Ability to create online forms using 123FormBuilder
Survey Monkey to create surveys and voting ballots