#### James M. Newton

3901 West Seneca Turnpike • Syracuse, NY 13215 • (315) 498-0382

jnewton4@twcny.rr.com • http://www.linkedin.com/in/jmnewton

Administrative-Office Assistant

**Microsoft Office Specialist** – Word, Excel and Access 2007 – Outlook 2010

Professional Experience

* Answered phones and directed calls for Amazon.com
* Created Excel spreadsheets and Word merge letters for web hosting and DJ businesses
* Typed and revised how-to and policy documents plus developed reports for Community General and Crouse hospitals
* Operated photocopiers, facsimile and typewriters for Kex/Copysource (IKON)
* Used desktop publishing software to create marketing materials including an Onondaga Community College Math Department brochure and online materials for several websites
* Ascertained appropriate files/data and attach to emails for customer support
* Used image editing software to prepare images for documents and online marketing
* Designed databases and forms including donor-related databases for the United Way of Central New York and a church’s Women’s Ministries group. Also used Access for website dynamic webpage loading
* Developed PowerPoint presentations including 500+ screen high school reunion presentation
* Used Visio to design hierarchal and website design flowcharts

Employment History

* **Customer Care Professional** **01-2011 to 07-2011**
	+ Alpine Access – Denver, CO
* **Prospect Research Specialist 05-2003 to 05-2004**
	+ United Way of Central New York – Syracuse, NY
* **Supervisor** **08-2001 to 10-2002**
	+ Community General Hospital – Syracuse, NY
* **Network Engineer** **02-2001 to 08-2002**
	+ Community General Hospital – Syracuse, NY

Other Employment

* Internship - The Johnson Insurance Agency – Syracuse, NY
* **Service Technician** - Kex/Copysource (IKON) – Syracuse, NY

Education

* **Computer Information Science – BA**
	+ State University of New York (SUNY) at Oswego – Oswego, NY
	+ Graduated
* **Computer Science - AS**
	+ Onondaga Community College– Syracuse, NY
	+ Graduated