

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