

*Dorothy (Sunny) Kerr
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OBJECTIVE

To secure a challenging position with a forward reaching company, where experience, technical and strong leadership skills will lead to a rewarding career.

QUALIFICATIONS

Over twenty years of working with both computer hardware and software as well as database management. Excellent computer and communication skills, along with a strong understanding of various accounting software packages. Able to de-escalate crisis situations and calm end user. Confident, diplomatic, adaptable, self-motivated. Have successfully established ability to work in a variety of positions and environments.

WORK HISTORY

May 1995 – Present

Custom Software Solutions, Inc. Carbondale IL

Senior Software Support Technician - Provide customers with computer software Level III support for Transportation Management Software (TMS) as well as Sage ERP Pro Series 6.0 and older version of SBT accounting systems. Support various 3rd party accounting and mileage interfaces. This includes database management and manipulation using xBase/FoxPro commands, to manipulate, repair, correct or remove corrupted records. Strong troubleshooting skills in regards to identifying and translating software problems to programmers, as well as describing requirements and testing custom software changes for our customers. Design and code custom reports and forms to give customer specific information and/or the bottom line. Responsibilities also include converting data from Dos format into a Windows format in both TMS (Transportation Management Software) and in SBT accounting.

Additional duties include troubleshooting network and workstation problems that affect the software. Familiar with Novell, Windows 200x, Windows NT and Peer to Peer network systems along with Windows based computer operating systems. Strong DOS/CDI command skills. Involved with the development of text/ASCII-formatted files for export/import into various accounting packages including Mas 90, Great Plains, Business Works, QuickBooks and Peachtree. Assist customers during closing of accounting periods, quarter and year-end. Assist customers with both 1099 and W2 form formatting changes in SBT software.

Installation and setup of software along with consulting and training new customers to help them use TMS software efficiently in ways that best fit their business needs. I have implemented learning tutorials and program demos. Have worked in both Sales and Collections. Comfortable using different remote connection software (Windows RDP, Logmein, Gotomypc, VNC, VPN and Citrix Terminal Server).

2006 to Present

Web Development

Skills include coding in XHTML; CSS. Dreamweaver, Macromedia Flash (including Action Script 3.0), Photoshop, Captivate and Fireworks. Redesigned and maintain website for Custom Software Solutions: www.tmshome.com . Site also includes implementation of XML pulling data from transportation software using PHP and/or some Javascript.

Modified and maintain website for Infinite Art: www.artinfinite.com Site showcases local artist's work with custom motorcycle, leather and canvas art and graphics.

Designed and maintain personal site: www.sunsationaldesign.com Site used for personal enjoyment, family and learning projects. Site includes video fed through XML component and various roll-over effects.

April 1991 – May 1995 Midwest Transit, Inc.

Sumner, IL

Accounting/IT Manager - Duties included Accounts Payable and General Ledger using Computer Associates AccPac Accounting Software. Recorded month, quarter and year-end journal accrual entries brought in from remote sites. Duties also included maintaining Novell network and workstations, as well as upgrades to both software and hardware. Also, took care of accident reporting/insurance and occasionally worked as dispatcher.

October 1990 – April 1991

Champion Laboratories West Salem, IL

Insurance Clerk - Processed Workman's compensation and hospital claims with Aetna Insurance.

March 1989 – July 1990 Richland Turkey, Inc. Olney, IL

Administration Manager - Responsibilities included: production scheduling and grower contracts, marketing and shipping of final refrigerated product.

June 1987 – March 1989 Illinois Eastern Community College

Olney, IL

Computer System Operator for the college district office. Provided problem solving assistance to users on HP3000 mainframe, nightly tape backups and high volume print jobs, including Payable checks, Payroll checks, Pell Grant and Financial Aid checks as well as Report Cards. Did minor programming in dBase applications. Other applications used included Desktop Publishing and Lotus 1-2-3

SOFTWARE & SCRIPTING PROFICIENCIES

Microsoft Office 2007: Access, Excel and Word

Macromedia products: Dreamweaver, Flash, Photoshop, Fireworks, Captivate

Accounting: SBT, AccPac and QuickBooks

xBase/FoxPro/dBase .prompt

XHTML

CSS

MYSQL

cPanel

Some Actionsript 2.0 & 3.0 in Flash

XML

PHPMAdmin

Some PHP coding

EDUCATION

1986 – 1988 – **Olney Central College** Graduated with 3.89 GPA. Phi Theta Kappa honors. A.A.S Office Clerical Degree with all electives in Computer Science, which included Programming Logic, and basic programming languages. Tutored other students in Word Perfect Word-processing.

July 1994 – **Kemper Computer Group** - Completed requirements for both Computer Associates AccPac Accounts Payable and General Ledger modules

1994 – **Lincoln Trail College** Adult continuing Ed. Accounting

1998 – **Shawnee Community College** Adult continuing Ed. Excel, Introductory and Advanced.

REFERENCES

Available upon request.