

Joann Lake

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BIO:

I am reliable and organized, with excellent follow-through, exceptional problem-solving abilities, good written and verbal communication, and many digital skills. I am a self-motivated, lifelong enthusiastic learner who works well independently or on a team.

I have tackled many computer challenges for my clients using my hardware and software knowledge.

After 24 years as a Computer Help Desk Coordinator at Columbia-Greene Community College, Hudson, NY, I retired and have relocated to California.

Skills:

- Using Microsoft Office software and Google Apps, I can create and edit documents, spreadsheets, presentation slides, brochures, newsletters, and forms.
- Using a variety of graphic software (. PAINT, Photoshop, Adobe Illustrator), I can create and manipulate images for use in print and on the web.
- I am proficient in using Adobe Acrobat to create and edit PDF documents.
- I am well practiced in using HTML and CSS in website creation and maintenance.
- I am familiar with JavaScript and WordPress for website creation and maintenance.
- I have 25 years of experience with Computer Network and Server software and hardware.
- I can create and restore computer file backups using various software for various programs.
- I have a lot of practice and knowledge in creating and maintaining budgets and paying invoices.
- I have extensive knowledge of how to keep accurate records regarding inventory.
- Knowing how to prioritize tasks and organize my time has helped me complete multiple projects.
- I have good verbal and written communication skills.
- Excellent customer service.

Employment History

Help Desk Coordinator

Columbia-Greene Community College
Hudson, NY, United States

April 1997 - June 2021

<https://www.columbiagreene.edu/>

As part of the Computer Information Department of Columbia-Greene Community College, I acted as the first responder for Columbia-Greene Community College's computer hardware (desktop and laptop), software, and computer peripheral issues (monitor, printers, scanners, etc.) to over 500 pieces of computer equipment and 150 users. The position involved listening to my internal clients and understanding their needs, providing the best solution for their varied computer and digital-related issues. I performed administrative assistant duties and supported various events, workshops, lectures, and classes—retired 6/5/2021.

Duties performed in this position:

- Trained users in hardware and software use necessary for their position at the college.
- Installed, configured, maintained, and disposed computer equipment (hardware and software) as necessary.
- Created documents using the Microsoft Suite of programs (Word, Excel, Access, Publisher, PowerPoint), various Adobe software (Adobe Acrobat, Photoshop, Illustrator, Dreamweaver), and Google Apps.
- Troubleshooting software errors and solving unique digital challenges for my internal users.
- Coordinated the hiring of outside vendors when necessary and supervised the completion of projects.
- Collected quotes and bids and ordered computer equipment, parts, and software as necessary for Columbia-Greene Community College.
- Implemented Computer Server Backups and Restorations
- Created and maintained Computer Equipment Inventory
- Administrative duties, including scheduling and assisting with meetings in whatever manner necessary. Produced attendance report, maintained the budget for the Computer Information Systems Department and prepared appropriate paperwork, and paid invoices in the millions of dollars over the past 24 years.
- Familiar with research, data collection, and producing reports.
- Computer network experience (hardware and software).
- Coordinated with various departments to produce and support events, workshops, lectures, and classes.
- Familiar with remote working software such as Microsoft Teams, Zoom, Google Meets, Skype, and GoToMeeting. I am also familiar with VPN software, Remote Desk connection, and FTP software.

Employment History

Webmaster

Columbia Greene Workforce Investment Office
Hudson, NY, United States

September 2000 – October 2023

Duties performed in this position:

Website design and creation according to clients' vision using HTML and CSS and in compliance with Web accessibility standards. Maintenance of web server space. Website maintenance as needed at clients' request.

Web Maintainer

Glenwood Homeowners Association
Round top, NY, United States

November 2014 – June 2023

Duties performed in this position:

Maintain WordPress site as needed to impart information to homeowners who were part of this HOA

Instructor

The Office of Community Engagement and Professional Development (CEPD) - Columbia-Greene
Community College
Hudson, NY, United States

March 2016 - June 2021

<https://www.columbiagreene.edu/about/community-engagement/>

Duties performed in this position:

Taught basic computer use classes to Seniors (55+)

Personal Computer Trainer and other Services

Comfort-n-Color
<http://www.comfortncolor.com/Digital%20help.html>
Paso Robles, CA United States

June 2000 - Present

One-on-one computer training in both PC and MAC hardware and software. I taught people how to use peripheral equipment, such as CD/DVD rewriters, microphones, cameras, and printers. I have also trained people to use multiple types of software such as Windows Operating systems, MAC Operating systems, Microsoft Office programs, Adobe applications, Google Docs, numerous browsers, recording software, and publishing software, as well as various combinations of all these according to my clients' needs.

Education

Columbia-Greene Community College

1995 - 1997

Associate of Science (AS) of Individual Studies - Concentration: Communications

Columbia-Greene Community College

1998 – 1999

Computer Graphics and Illustration Certificate

Columbia-Greene Community College

2000 – 2002

Web Master Certificate

Website creator of the Online CGCC Art Gallery 1997 – 2000

Honors Class: Intro to Streaming Media 2001

BrainBench

1999 – 2000

Professional Development

Behavioral Interviewing Certificate

Internet Research and Evaluation Certificate

curious.com

Professional Development

2015 - present

- Designing Basics for Coders
- User Experience Design Fundamentals
- Making Systematic Web Design Decisions
- Principles of Design for Coders
- WordPress
- Web design
- HTML 5 and CSS3 instruction

Education

Udemy.com

Professional Development

2016 - present

- Ultimate Web Designer & Web Developer Course
- Become a CSS Master: Code 30 Projects in 30 Days
- Ninja Writing: The Four Levels of Writing Mastery
- Writing With Flair: How to Become an Exceptional Writer
- Editing Mastery: How to Edit Writing to Perfection
- Adobe Illustrator for Beginners
- Adobe Illustrator: Mastering the Fundamentals
- Adobe Photoshop CC Essentials | Photoshop Masterclass
- 50+ Web Projects with HTML, CSS, and JavaScript

Coursera

Professional Development

May 2022 – October 2022

Google Digital Marketing & E-commerce Professional Certificate