

**Joann Lake**  
**PO Box 1743**  
**Templeton, CA 93465**  
**518-610-2900**  
**bebear4@verizon.net**

**BIO:**

I have retired as a Computer Help Desk Coordinator after 24 years at Columbia-Greene Community College, I have tackled many computer challenges for my clients to their satisfaction using both my hardware and software knowledge.

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 learner who works well solo or on a team.

**Skills:**

- Able to create and edit documents, spreadsheets, presentation slides, brochures, newsletters, and forms using Microsoft Office software and Google Docs.
- Able to create and manipulate graphics with various digital software (. PAINT, Photoshop, Adobe Illustrator)
- Proficient in using Adobe Acrobat for the creation and editing of PDF documents
- Well-practiced in HTML and CSS for website creation and maintenance
- Familiar with JavaScript and WordPress for website creation and maintenance
- Good verbal and written communication
- Excellent customer service
- Know how to prioritize tasks and organize time to complete multiple projects.
- Able to create budgets and pay invoices
- Able to create and restore computer backups
- Able to keep accurate records regarding inventory

## **Employment History**

### **Help Desk Coordinator**

April 1997 - June 2021

Columbia-Greene Community College

Hudson, NY

Gino Rizzi

(518) 697-6448

rizzi@sunycgcc.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 them with the best solution for their varied computer and digital-related issues.

Duties performed in this position:

- Trained users in hardware and software use necessary for their work.
- Installed, configured, maintained, and replaced computer equipment (hardware and software) as required.
- Created documents using Microsoft Suite programs (Word, Excel, Access, Publisher, PowerPoint), various Adobe software (Adobe Acrobat, Photoshop, Illustrator, Dreamweaver), and Google Docs.
- Troubleshooting software errors and solving unique digital challenges for my 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: kept 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.
- I have conducted research, data collection, and produced reports.
- I have computer network experience (hardware and software).
- 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.

Retired June, 2021

## **Employment History**

### **Webmaster**

September 2000 - Present

Columbia Greene Workforce Investment Office

Hudson, NY

Christopher Nardone

518.697.6511

christopher.nardone@sunycgcc.edu

Duties performed in this position:

Website design and creation according to clients' vision using HTML and CSS and in compliance with Web accessibility standards. Website maintenance as needed at clients' request. <http://www.columbiagreenetworks.org/>

### **Web Maintainer**

November 2014 - Present

Glenwood Homeowners Association

Round Top, NY

Duties performed in this position:

Maintain WordPress site as needed <http://glenwoodhomeowners.com/>

### **Instructor**

March 2018 - June 2021

The Office of Community Engagement and Professional Development (CEPD) -

Columbia-Greene Community College

Hudson, NY

Amanda Karch

518-697-6371

amanda.karch@sunycgcc.edu

Duties performed in this position:

Taught basic computer use classes to Seniors (55+)

- March 14 – April 11, 2018
- May 23 – June 20, 2018
- September 19 – October 17, 2018
- September 22 – October 20, 2018
- March 20 – April 17, 2019
- May 4 – June 1, 2019
- September 18 – October 16, 2019
- September 21 – October 19, 2019
- June 9 – July 7, 2021

## **Personal Computer Trainer**

Comfort-n-Color

Joann Lake

518-610-2900

June 2000 – Present

I provide One-on-One computer training in both PC and MAC hardware and software. I have 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, various 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

### **Brainbench**

1999 – 2000

Professional Development

Behavioral Interviewing Certificate

Internet Research and Evaluation Certificate

### **curious.com**

Professional Development

Subscription Learning

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

### **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

## **Education (continued)**

- 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

## **References**

Gino Rizzi

518-697-6448

rizzi@sunycgcc.edu

Joan Koweeek

Work: 518-697-6369

Cell: 518-929-3260

joan.koweeek@sunycgcc.edu

Amanda Karch

518-697-6371

amanda.karch@sunycgcc.edu

Christine Hodor

518-719-6104

christineahodor@gmail.com