SYLVIA A. RUDY

## SENIOR WEBSITE SUPPORT SPECIALIST

### [sarudy@gmail.com](mailto:sarudy@gmail.com) (848) 628­4826

*Skills* Organization

process improvement, procedures, scheduling, document maintenance, technical writing

# Leadership

training, escalations, administration, project management, community moderation

# Web Design

wordpress, content management systems, hand html/css coding, basic web design, php, seo, social media

## Experience

Lexis Nexis / Martindale Hubbell (Lawyers.com)

### Senior Website Support Specialist

2001­present

Customization of websites for customers, including scanning, light html coding, image editing. Expert in proprietary web page editing program ­ telephone escalations and telephone rep training; Customer support and technical assistance. Dedicated support for high­touch clients.

# Fulcrum Logic, Inc.

### Marketing Manager

2000­2001

Design and maintenance of company web site and intranet; Design for contracted web sites; Sales support (4 people), HR support (2 people), marketing, contract administration; Composition and editing of company documents, including contracts, weekly newsletter, and quarterly newsletter.

# Randstad

### 1994­2000

**Novartis Pharmaceuticals**, 1997 ­ 2000: Three years at Novartis Pharmaceuticals Biostatistics department. Intranet Content Manager. Coordinated time recording for department, including department­ wide reports. Maintained files for FDA audit. Prepared departmental procedures and templates.

**AT&T**, 1995­1996: Financial coding; Desktop publishing; Maintaining/traching schedules; Administrative duties.

# Upsala College

### Student Tutor / Assistant to the Registrar

1990­1995

Teaching assistant for basic skills reading and composition as part of remedial program, including running two unsupervised 8­student sections per semester. Maintained filing system, telephone, text processing and created/updated routine forms, desktop publishing, including registration booklets; Expedited records and transcripts.

*Education* Upsala College ­ East Orange, NJ

### Bachelor of Science, 1995, Mathematics Semester abroad, St. Nazaire, France

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