**PERSONAL INFORMATION**

Joanne L. Short

49560 Labaere Dr.

Macomb, MI 48044

Cell Phone Number: (813) 418-9201

Email: joni.short1@gmail.com

U.S. Citizen

Active Duty Air Force from 05 Dec 06 to 06 Feb 09

Reservist from 06 Feb 09 to Dec 2013

Secret Security clearance and eligible for Top Secret

**EDUCATION AND TRAINING:**

* Wauwatosa East High School, High School Diploma 1999
* Air Force Training Course Information Management Apprentice Course April 06 – June 06
* Air Force Training Course Introduction to Computer Systems and Network Management April 06 -June 06
* DeVry University, Working on Bachelors in Multimedia and Development – Current 76 of 123 Credits completed.
* A+ Certification, July 08
* Army Acquisition Certified Level 1 – Sept 10

**EXPERIENCE SUMMARY:**

* Experienced with SharePoint 2013 and Office 365 Cloud
* 10+ years of experience with SharePoint 2007 and 2010 experience
* 8+ years of experience with site creation, workflow development, and mid-level architecting of MOSS environments
* Proficient in Microsoft Office applications used to perform assigned duties such as word processing, chart making, spreadsheets and presentations.
* Experienced in technical procedures used to identify and resolve problems associated with administrative functions. Knowledge and understanding of software architecture principles as applies to enterprise, solutions and application architectures
* Experienced with integrating Outlook 2007, security restricted websites, and files off of network shares.
* Experienced with Windows SharePoint Service
* Successful background in consulting with the ability to find solutions that make a significant business difference

**PRIOR TO AIR FORCE WORK EXPERIENCE:**

Assistant Manager at Super America - 1997-2000 - Wauwatosa, WI

Assistant Manager at Jewel Osco - 2000-2002- Greenfield, WI

Assistant Manager at Walgreens 2002 -2004 - Greenfield, WI

Store Manager at General Nutrition Center 2004-2006 - Greenfield, WI/Tampa, FL

**WORK EXPERIENCE:**

**May 2018 – Present – 40 Hours/Week**

Shift Supervisor – CVS

* Supervise store crew; assign, direct, follow up.
* Will open and/or close the store
* Effectively communicate info to management.
* Handle all customer relations issues properly.
* Merchandise presentation; displays, signing.
* Handle all cash functions; keys, safe, registers
* Conduct walkthroughs of the store
* Help with loss prevention techniques.
* Train, develop, and evaluate hourly employees.
* Establish emotional connections with customers.
* Complete payroll on a weekly basis
* Recieve and check in vendor
* Recieve weekly load and put away
* Check for outdates and damages

**Feb 2015 to Jan 2018 – 40 Hours/Week**

SharePoint Administrator/Developer - Honigman

660 Woodward Ave, Detroit MI 48226

* Provision and administer site collections and sites using Powershell as necessary
* Manage permissions and restrict and revoke access as necessary
* Manage the SharePoint term store
* Manage production control tasks for SharePoint updates and the deployment of custom development solutions
* Develops comprehensive deployment and back-out plans
* Insures appropriate communication to impacted users and IS teams about upcoming deployments and planned downtimes
* Monitor SharePoint health reports and address concerns
* Manage SharePoint farm infrastructure including documentation and working with other teams (server, database, network)
* Work with management to understand their objectives and determine reporting requirements.
* Design and develop multi-user applications using Microsoft Access 2010 and VBA
* Design and implement database architecture
* Build user interfaces (emphasizing UI design principles)
* Work with individuals to build needed reports or dashboards.
* Electronic Records Management using SharePoint 2013.
* Utilize SharePoint 2013 workflow capabilities.
* Works with 3rd party vendor/software to integrate into SharePoint
* Standup 2013 environment and migrate 2010 information.

**Sept 2013 to Feb 2015 - 40 Hours/Week**

SharePoint Administrator – RouteOne

31500 Northwestern Hwy, Farmington Hills MI 48334

* Develop and support information integration and connection to and from disparate systems via interface connections
* Develop, implement, and enforce Portal appropriate use, security and privacy policies
* Develop, recommend, and define new features in conjunction with the business
* Manage portal presence and enterprise search optimization
* Participate in assessment and itemization of costs for Portal enhancements
* Develop and integrate value added components into the Portal with due regard paid to ensure high quality and speed of delivery
* Monitor, analyze, report and take action on Portal traffic and user feedback
* Assess and recommend purchase of intranet extension application tools as required
* Leverage Business Connectivity Services and Performance Point to support business decision making
* Deploy online forms and workflows to increase efficiency and reduce data duplication
* Actively participate in continuous improvement and corrective action activities
* Produces graphic sketches, designs, and copy layouts for online content.
* Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts.
* Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques.
* Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.
* Determines the look-and-feel of the entire site.
* Creates original graphics and icons for use on the site.
* Implements the web design parameters, style guides and visual standards.
* Functional content administrator that ensured clear and accurate content is uploaded.
* Maintains the validation testing to ensure a smooth workflow within each department module.
* Experienced with creation and modification of master/layout pages, web parts and other components. Design portal components, customizing, integrating with third party solutions and implementing an enterprise SharePoint solution.
* Design and implement program logic.
* Develop programming specifications, logic flow charts, and process diagrams.
* Collaborate with business personnel to define requirements of programming efforts.
* Report progress and status of assigned tasks to project teams and managers.

**MAY 2012 to Sept 2013, 40 Hours/Week**

Senior SharePoint Designer, Ford Motor Company

1555 Lundy Parkway Dearborn, MI 48126

* Produces graphic sketches, designs, and copy layouts for online content.
* Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts.
* Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques.
* Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.
* Determines the look-and-feel of the entire site.
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* Implements the web design parameters, style guides and visual standards.
* Functional content administrator that ensured clear and accurate content is uploaded.
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* Experienced with creation and modification of master/layout pages, web parts and other components. Design portal components, customizing, integrating with third party solutions and implementing an enterprise SharePoint solution.
* Design and implement program logic.
* Develop programming specifications, logic flow charts, and process diagrams.
* Collaborate with business personnel to define requirements of programming efforts.
* Report progress and status of assigned tasks to project teams and managers.

**AUG 2009 to MAY 2012, 40 Hours/Week**

SharePoint Administrator Architect, Federal Employee – Department of the Army

PEO GCS- Corporate Information Office

6501 E. 11 Mile Rd. Warren, MI 48397

* Report project status to Project Manager/Business
* Responsible for on-time project deliverables
* Determine if Versioning is possible with SharePoint
* Manage the security around the SharePoint site, confidentiality issues/access etc.
* Development, technical lead and architecture of SharePoint enterprise initiatives
* Responsible for business workflows
* Assist with capabilities of Workflow Foundation, Microsoft Office SharePoint Server 2007, Windows SharePoint Services 3.0, and SharePoint Designer 2007
* Set up security around SharePoint sites, and creating views.
* Provide detailed architecture analysis and design, and direction on the development activities
* Provide leadership in gaining insight on functional and non-functional requirements related to technical delivery of the project.
* Lead the effort to validate all architecture anomalies to conclusion.
* Assist in creation of prototypes, POCs, presentations, collateral etc
* Acting as an SME and a technology consultant, offer educated solution recommendations to customers for given problem definitions. Where applicable, assist in fine-tuning the problem/solution space
* Provide documentation on all architecture decisions and best practice approaches to implementing the architecture design based on communication with project teams.
* Design and development of enterprise applications on Microsoft platform
* Solid understanding of Microsoft Office SharePoint Server 2007 (MOSS) product and Windows SharePoint Services technology platform. Good understanding of Microsoft Information Worker infrastructure and architecture.  Understanding of related products such as Project server, Forms server, InfoPath etc would be plus.
* Active experience with customizing intranet and internet sites on MOSS and understanding of underlying technologies such as CAML
* Proficient with tools such as SharePoint Designer, Visual Studio, VSS, VSTS, etc
* Experience with creation and modification of master/layout pages, web parts and other components.
* Experience with MOSS Central Administration, MySite, Lists, Content types, workflows etc
* Recommend best-in-class solution architecture identifying functional as well non-functional parameters
* Act as a senior technical resource at client locations and guide the project  teams as well as customer on important technological decisions
* As a technical leader, ensure smooth and top-quality delivery of project in collaboration with project manager and the project team
* Participate in design, code, test reviews cycles.
* Take individual responsibility in self-growth to server clients in a better fashion
* Evaluate, select and articulate product strategies between MOSS 2007 and WSS 3.0
* Development of system requirements, designs, deployment, and testing for other applications to be integrated with MOSS
* Provide input support to security staff for security accreditation
* Support to the portal user community to include assisting users development workspace sites and document management (posting, searching and retrieval of content)
* Support for updating and maintaining portal documentation and accreditation
* Support for developing Quick Reference Guides and Standard Operating Procedures
* Operations Support for testing and staging portals that mirror the operational Portal
* Support continued spiral development and maintenance of the Portal through deployment and operations
* Support the installation, configuration, security, operation, and maintenance of all web portal servers, equipment, and software
* Provide support for backup and disaster recovery
* Support web site development to modify the portal look and feel at government direction.
* Systems operations and maintenance to include updates and input to management status reports and command briefings related to the portal.
* Support to maintain traceability of all phases of development to include system requirements through testing and deployment

 **FEB 2009 to AUG 2009 as civilian and from Oct 2006 to FEB 2009 as Military - 40 Hours/Week**

Information Knowledge and Web Design Management Specialist, GS-9

927th Mission Support Flight, MacDill AFB

8110 Hillsborough Loop Dr, Tampa FL

SMSgt Michael Gardner 813-828-9145

* Produces graphic sketches, designs, and copy layouts for online content.
* Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts.
* Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques.
* Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.
* Relies on limited experience and judgment to plan and accomplish goals.
* Determines the look-and-feel of the entire site.
* Creates original graphics and icons for use on the site.
* Implements the web design parameters, style guides and visual standards.
* Functional content administrator that ensured clear and accurate content is uploaded.
* Maintains the validation testing to ensure a smooth workflow within each department module. Experienced with creation and modification of master/layout pages, web parts and other components. Design portal components, customizing, integrating with third party solutions and implementing an enterprise SharePoint solution.
* Design and implement program logic.
* Develop programming specifications, logic flow charts, and process diagrams.
* Collaborate with business personnel to define requirements of programming efforts.
* Report progress and status of assigned tasks to project teams and managers.

**MAR 2008 to FEB 2009, 40 Hours/Week**

Network System Administrator, E4

6th Communication Squadron, MacDill AFB

8401 Condor Street, Tampa FL

SSgt Melendez Melissa 813-317-3318

* Oversees and monitors health, performance and security of MacDill AFB’s $4.5M metropolitan network. Provides computer support to more than 4K users in the 6th Air Mobility Wing ( 6 AMW ) and 52 tenant units.
* Administers base file services and provides technical advice for network systems, hardware and applications.
* Maintains accountability, tracks, and salvages, troubleshoots, and configures over 108 mobile devices valued at 30K.
* Performs and manages client software and hardware tasks and functions.
* Performs configuration management and initial diagnostics of information systems.
* Coordinates and documents computer repair.
* Runs system diagnostics, isolates faults, and determines causes of hardware and software failures. Provides customer service to assist in operation, restoral, and configuration of information systems.
* Uses Remedy Action Request System to open, assign, and close trouble tickets.
* Researches and identifies improvements in the data systems and automated technology in use for the storage, retrieval and distribution of information assets and formulates revised policy, procedures, or operating procedures as needed.
* Considers the practicality and economic feasibility of migrating data to knowledge-based platform(s). Models and validates information flow and data use considered for migration through interviews with current users, observation, research of regulatory guidance regarding access and privacy, and benchmarking of data base products or methods used by private companies and other services.
* Works with information specialists and customers in evaluating new database technologies and other services.
* Works with information specialists and customers in evaluating new database technologies and architectures as well as the use of DoD-approved data elements and programs to facilitate the development and implementation of data mining and data warehousing programs.
* Ensures installation, configuration, and troubleshooting of workstations and applications software is provided to all end users.
* Administers the development and implementation of data standard, policies, and procedures within the wing.
* Evaluates compliance of command implementation of data, standards, policies, and procedures, Ensures installation, configuration, and troubleshooting of workstations and applications software is provided to all end user equipment.
* Works with Network Control Center personnel to resolve information system deficiencies and problems. Uses Dameware Mini Remote Control Program to troubleshoot and solve client problems remotely. Uses share point to create, resolve and track trouble tickets and network outages.

**FEB 2007 to MAR 2008, 40 Hours/Week**

Flight Secretary, E3

6thCommunications Squadron, MacDill AFB

8004 Cypress Stand Street, Tampa FL

Major Black, Richard 813-828-3441

* Manages, administers, and operate logistics plans systems and activities.
* Formulate, develop, evaluate, and monitor aspects of logistics plans systems.
* Make independent decisions concerning matters involving standard practices and procedures.
* Select appropriate approach to routine problems and recommend a course of action.
* Conduct searches for information pertaining to work related problem.
* With little or no supervision retrieve data and use data to respond to variety of members and supervisors inquiries.
* Ensure consistency for both newly entered and previously entered data.
* Respond to specific information requests from offices/individuals desiring additional data.
* Acting liaison between the supervisor and office personnel by providing accurate and timely advice on procedures, reports, requirements and other matters necessary to implement policies.
* Personally research and prepare responses on schedule from source so that it is immediately available for supervisors needs.
* Prepare a variety of travel orders to include military and civilian utilizing the web based Air Force Reserve Orders Writing System (DTS).
* Coordinate travel arrangements determining location, schedule, setting the agenda, travel arrangements, notifying out-of-town attendees, maintaining attendance lists, billeting arrangements accordingly and submit travel vouchers to finance office upon completion.
* Monitor the military performance evaluations (EPR’S) to ensure timely submission, and assists supervisors with awards and decorations.
* Make certain supervisors use correct application process for EPR’S and awards and decorations. Proofread all material prepared by supervisors for forward submittal to the Commander.
* Monitor the Government Travel Card program (IMPAC Card), responsible for activation and deactivation of squadron member’s cards. Review incoming and outgoing correspondence, classified and unclassified documents, messages, orders, etc.
* Ensure proper handling, identification, and disposition of classified materials. Insure security procedures and regulations are strictly adhered to in the processing of classified materials.
* Correct grammar, spelling, punctuation, capitalization and format to accurately prepare and edit written correspondence and various office automation software programs, tools, and techniques to support office operations and produce a variety of documents, such as letters, reports, spreadsheets, databases, and graphs.
* Prepare and edit documents, locating and assembling information for various reports and maintaining files/records.
* Develops, plans, and oversees a centralized scheme of records management applications, policies, principles, standards, procedures, and guidelines including requirements for archiving information maintained in electronic format.
* Conducts comprehensive records management studies/analysis of organizational functions and work processes, identifying problems and/or areas for improvements.
* Provides policy and direction to the unit for records management.
* Provides guidance to all assigned personnel.

**OCT 2006 to FEB 2007, 40 Hours/Week**

Network Control Center Technician, E2

6th Communication Squadron, MacDill AFB

8004 Cypress Stand Street, Tampa FL

SMSgt VanSant, Michael 813-828-2996

* Oversees and monitors health, performance and security of MacDill AFB’s $4.5M metropolitan network. Provides computer support to more than 4K users in the 6th Air Mobility Wing ( 6 AMW ) and 52 tenant units.
* Administers base file services and provides technical advice for network systems, hardware and applications.
* Maintains accountability, tracks, and salvages, troubleshoots, and configures over 108 mobile devices valued at 30K.
* Performs and manages client software and hardware tasks and functions.
* Performs configuration management and initial diagnostics of information systems.
* Coordinates and documents computer repair.
* Runs system diagnostics, isolates faults, and determines causes of hardware and software failures. Provides customer service to assist in operation, restoral, and configuration of information systems. Installs and upgrades hardware and software.
* Uses Remedy Action Request System to open, assign, and close trouble tickets.
* Works with Network Control Center personnel to resolve information system deficiencies and problems. Uses Dameware Mini Remote Control Program to troubleshoot and solve client problems remotely.