

Fayonne Alfaro

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Special Strengths:

- . Strong software skills with Windows and Macintosh operating systems and applications.
- . Graphic design and publishing experience with Adobe PhotoShop, Illustrator and InDesign, Macromedia Dreamweaver HTML, XML, PHP and JavaScript.
- . Technical writing, ad copy and marketing.
- . Effective communication, negotiation, project management and process improvement.
- . Experience producing professional publications, technical documentation, ad copy and training materials including AV presentations.
- . Technical knowledge of customer facing processes and effective marketing strategies.
- . Capable of identifying the audience and providing appropriate format and content for successful communication.
- . Demonstrated ability to manage multiple priorities and accomplish results through effective negotiation.
- . Strong interpersonal and communication skills, both written and verbal.

Tyler Area

Freelance Graphics, Web Design and Organization *October 2006 to the Present*

- . TurnAround Training Solutions – Marketing, ad copy and web design
- . Amici Vino Wine Club – Founder, marketing and communications director
- . League of Women Voters of Tyler – Board of Directors and web design
- . Choice#1 Realty – Web design
- . East Texas Hispanic Leadership Council – Web design and 501(c)3 documents.
- . Stitches Embroidery and Monogramming – Web design, mailers and business cards
- . Hispanic Business Services Office – Newsletters, brochures and posters
- . Reflection's Wig Salon and Boutique – Web design
- . Today's Business Centers – Director of Communications
- . Pets and Friends, Pet Funeral and Crematory – Web design
- . Humane Society of East Texas – Web design
- . Tyler Museum of Art – Posters and announcements
- . Literacy Council of Tyler – Teaching English
- . Tyler Together Race Relations – Community relations and print media

Boise Art Museum

Database Administrator *May 2005 to April 2006*

- . Database management and communications to sustain and grow the membership base.
- . Web administrator for www.boiseartmuseum.org, redeveloping web site, improving design and navigation and adding interactive forms for on-line donations, memberships and class registration.
- . Media materials for exhibitions and membership campaigns.
- . Organize volunteers for membership activities, including training, mentoring and providing support materials. Significant membership increase of 23%

Serve Idaho, Governor's Commission on Service and Volunteerism

Administrative Assistant

September 2004 to the May 2005

- . Web administrator for www.serveidaho.org.
- . Coordinate administrative activities with executives, commission members and partners to promote volunteerism in Idaho.
- . Research, analyze and compile information for reports, tracking projects and implement implementing solutions.
- . Create multimedia documentation for commission activities and national conferences.

National Capitol Squash Racquets Association – Washington, D.C

Technical Consultant

1999 to the present

- . Web administrator for NCSRA at www.ncsra-squashwars.org.
- . Work with the association president to design and maintain a dynamic web site to specifically meet the needs of a growing athletic organization.
- . Work with squash players and content editor to maintain up to date event information.

Idaho Federation of Families for Children's Mental Health

Technical Consultant

August 2003 to September 2004

- . Web Administrator for the Idaho Federation at Federation of Families for Children's Mental Health.
- . Provided additional technical assistance for Windows Applications.

Special Needs Adoptive Parent Services – Idaho Wednesday's Child

Executive Assistant

March 2002 to November 2003

- . Web Administrator for Idaho Wednesday's Child at www.idahowednesdayschild.org.
- . General accounting using QuickBooks; tracking the life cycle of grant moneys.
- . Providing multimedia documents and images to participants and partners.
- . Setting up initial processes and accounting systems for Idaho and Oregon contracts.
- . Developing processes for tracking and communicating vital information.

Idaho Department of Health and Welfare

Public Information Specialist

June 2001 to January 2002

- . Processing and publishing information on InfoNet and public DHW web sites.
- . Improving submittal processes to provide faster turn around time for published documentation.
- . Educating and assisting internal customers and partners in maintaining vital, usable information on the web.

Hewlett-Packard Experience

Customer Support Specialist (Global Call Management)

May 1997 to June 2001

- . Technical project lead for knowledgebase applications to gather, organize and dispatch information.
- . World wide contact information, monitoring the queue for Delta support.
- . Developed and maintained Intranet web sites for internal communication using Cold Fusion.
- . Acted as a focal point for department information and mentoring new employees in the department.
- . Provided reports, presentations and support materials for agent training.

Internet/WWW Support (Electronic Support Services)

February 1989 to May 1997

- . Provided on-line technical assistance to internal customer and HP trade customers in worldwide Customer Support Center.
- . Actively monitored changes to web services and maintained high impact areas.
- . Worked with Publishing and Software services to address tool and process improvements for increased quality control.
- . Served as a liaison between Knowledge Base and IT Support Services to create style guidelines in compliance with ESS criteria and meet the needs of HP Division customers.
- . Developed and maintained a billing models for electronic services accuracy of billing and reporting.
- . Created software support information and monitored HP forums for key product issues.

Additional Training

WebMaster Certification -- BSU Center for Management Development
Web Application Development – Microsoft
Project Management – Hewlett-Packard
Effective Negotiation – Hewlett-Packard
Management Skills – Hewlett-Packard

Previous Work Experience

Volunteer Positions

Elementary school computer lab coordinator (3 years)

Taught software applications to Booth Memorial students (1 year)

VISTA Volunteer - San Antonio, Texas (1967-1968)

- . Community relations liaison in inner city environment.
- . Connected professional resource people with target groups on health and family issues.

Education

Boise State University 1986 to 1988

Accounting Major, Dean's List

Boise College 1964 to 1967

Commercial Art, AA

Additional Training

WebMaster Certification -- BSU Center for Management Development
Web Application Development - Microsoft
Project Management - Hewlett-Packard
Effective Negotiation - Hewlett-Packard
Management Skills - Hewlett-Packard

References

Tom San Miguel, 2040 Yasmeen Circle, Flint, TX 75762	(903)312-5391
Price Arredondo, 315 N. Broadway, Tyler, TX 75701	(903)592-1661 ext. 231
Dee Brock, 3529 Woods Boulevard, Tyler, TX 75707	(903)565-6655
Stepp Stevens Sydnor,	(208)345-8330 ext. 12
Robert Stevens, 910 S. Chilton Ave, Tyler, TX 75701	(903)566-7315