

# Danielle St. Cyr

Crofton, MD 21114 US  
daniellestcyr.com

---

## OBJECTIVE

I would like to find employment in an academic or private sector setting which would utilize my information technology knowledge as well as my writing and editing skills. Having worked both in a large public hospital and in a private dental office, my knowledge of medical and dental terminology and practices is extensive and varied. I have a thorough knowledge of lab procedures and research writing gleaned from my biology studies as an undergraduate, and feel that this combination of skills and my writing experience make me an unusual and desirable addition to any company.

---

## WORK EXPERIENCE

**Wilfred J. St. Cyr DDS** 8/2007 - present  
*Dental Assistant/Office Manager* Catonsville, MD

Assist the doctor with procedures, develop x-rays, pour impressions and make custom impression trays, repair and refurbish partials, bridges, and dentures, clean and sterilize all dental instruments, assist with billing and filing insurance claims, make appointments for patients, assist in travel planning and conference scheduling for the doctor.

**Baja Fresh Inc.** 12/2006 - 8/2007  
*Assistant Manager* Bel Air, MD

Responsible for opening, closing and running store containing 37 back of house and front of house employees, maintain accurate and up-to-date financial records of store including daily cash deposits, create purchase orders and keep store well-stocked, create employee schedules, answer and direct calls, foster satisfying customer experiences.

**Airport AutoBody, Inc.** 5/2005 - 10/2006  
*Office Manager* Hanover, MD

Manage day-to-day responsibilities of an automotive body shop, including prepare invoices, maintain accurate billing and purchasing records, troubleshoot and update office computer, educate shop personnel on proper use of installed computer programs, create work schedules for shop employees, answer and direct calls to appropriate personnel.

**MD Department of Human Resources, Technical Services** 3/2004 - 7/2004  
*Documentation Specialist* Baltimore, MD

Compile and edit documentation pertaining to technical support and server updates done at various sites owned by the State of Maryland; develop and maintain Access database for ongoing software updates; create user manuals for technical and non-technical personnel for use with Excel, PowerPoint, Access, and Remedy applications; provide computer technical support of

Windows and Macintosh systems in local office; assist Head of Technical Services with day-to-day administrative tasks.

**EDS, Inc.** 1/2004 - 3/2004  
*Technical Writer* Washington, DC

Edit and proofread documents for federal contract; rewrite and format the existing Disaster Recovery Plan, including methods of data storage and recovery, locations of backup tapes, and guidelines for server reboots and checks; create detailed and extensive outlines for a new System Security Plan, including access controls to servers and backup storage facilities, password security guidelines, and detailed processes regarding training of support personnel and assignment of responsibility; ensure compliance to applicable federal and company standards for terminology and formatting; generate Employee New Hire Manual for new employee orientation.

**UMBC Office of Information Technology** 7/2001 - 1/2004  
*IT Support Specialist/HelpDesk Assistant Manager* Baltimore, MD

Web Content Editor; design and author system documentation, including information regarding UNIX, LAN schematics, and email servers; research and create how-to manuals for Novell, Windows, and Macintosh systems for use by both technical and non-technical personnel; conduct testing for Windows 2000 Lab Image; act as Remedy Work Flow Manager; act as liaison to LAN/Desktop Support; manage student consultants in absence of Help Desk Manager; conduct hiring and recruiting; process timesheets; all duties of Consultant II as listed below.

**UMBC Office of Information Technology** 2/2001 - 7/2001  
*Consultant I, II* Baltimore, MD

Assist students and faculty with computer related difficulties over the phone and on a walk-in basis; assist in development of technical web documentation, including How-tos for email, password changes and access to lab machines; ensure a lab environment which is conducive to educational pursuits; maintain backup tape library and restore data as needed; provide routine checks and maintenance on lab computers, including Windows, Macintosh, and Sun machines; create on-site and off-site consulting appointments and provide consultants with accurate and complete Remedy tickets for these appointments.

**UNC Hospital, Depts. of Cardiology and Pediatrics** 11/1999 - 5/2000  
*Office Assistant IV/Office Manager* Chapel Hill, NC

Responsible for office containing multiple computers, maintained web pages, created and disseminated important documents, created presentations for doctors and nurses using PowerPoint, Corel, and MS Word, prepared pharmaceutical supply forms for physicians, scheduled meetings and conferences for physicians and staff, answered and directed calls to the proper offices.

---

---

**SKILLS**

- Proficient in Windows (95/98/ME/2000/XP/Vista), Macintosh (OS 8.3-X) and Linux environments
- Extensive knowledge of Microsoft Office, SPSS, HP/Reflections, Visio, Remedy, PeopleSoft, PhotoShop, Illustrator, PageMaker, Dreamweaver, FrontPage
- Extensive web authoring, web editing, and web design skills
- Impeccable technical troubleshooting skills, both deskside and over the phone
- Excellent written and oral communication skills
- Extensive knowledge of medical and dental terminology
- Ability to work independently or as part of a team
- Ability to prioritize and delegate responsibility
- Ability to work in a high-stress, high-intensity environment
- Very good interpersonal and managerial skills

---

---

**EDUCATION****University of Maryland****Baltimore County***BA in Sociology/Biology**3.2 Grade Point Average*

9/1995 - 5/1999

Baltimore, MD

**University of Maryland****Baltimore County***MA in Instructional Systems Design**4.0 Grade Point Average*

9/2007 - present

Baltimore, MD