

Sandra L. Durham**Website:** <https://sandradurham.w3spaces.com>**Education:** Capella University, BS Information Technology with a specialization in Information Assurance & Cybersecurity, 4.0 GPA, Dean's List Spring & Winter, President's List Summer, Fall, Winter & Spring.**Credly badges:** <https://www.credly.com/users/sandra-durham>**Membership** with the following global organizations:**SHRM** (Society for Human Resource Management)**ARMA** (Association of Records Managers and Administrators)**IAPP** (International Association of Privacy Professionals)**ISACA** (Information Systems Audit and Control Association)**ISC2** (International Information System Security Certification Consortium)**PMI** (Project Management Institute)**Certificates:** CIPP/US Training (IAPP), Certified Ethical Hacker Training (CEH/EC Council), Cloud Computing Security (FedVTE), Creative Certification (Google), Cyber Intelligence (FedVTE), Digital Forensic Essentials (DFE/EC Council), DNS Attack (FedVTE), Ethical Hacking Essentials (EHE/EC Council), Google Analytics Certification, Incident Management Response Securing Internet (FedVTE), Network Defense (NDE/EC Council), Advanced SEO Website Certificate, Open Source Intelligence (EC Council), Oracle Cloud Data Management Certified Associate, Web and Email Server Security (FedVTE).**Proficiencies:**

Database Systems	Accounts Receivable/Reconciliation	Scheduling
System Assurance Security	SOX Compliance	Payroll
Project Management	HIPAA Compliance	Vendor Relations
System Administration	Human Resources	Quotes
Network Architecture	Direct Report to Executives	User Interactive Testing
Software Architecture	Corporate Credit Card	Budget Analysis
Windows Operating Systems	Office Management	Servant Leadership
Web Design & Development Business	Data Privacy	Presentations
Accounting	Interviewing/Recruiting	IT Systems Training
Intermediate Java	User Experience & Interactive Design	E-Verify
C# Programming	Database Management	Expense Reports
Net Beans	Cyber Defense & Countermeasures	Microsoft Suites
Visual Studios	Information Technology Ethics	Travel Arrangements
Brackets io	IT Concepts & Practices	Target Margin Execution
Python Programming	Hardware & Operating System Mngt	Health Safety & Environment
Business Goals for IT Professionals	Business Communications	Compliance
Foundations of Statistics	Macroeconomics	Project Invoicing
JavaScript Programming	Introduction to Psychology	Motor Vehicle Records
HTML5/ CSS3 Stylesheet/ PHP	Network Hardware	OSHA Compliance
Advanced SEO Web Traffic Growth	Agile Methodology	Accounts Payable
Digital Forensics Essentials (DFE)	Employee Training	ADP
Visual Basic I	Record Management	Corporate Policy Implementation
Developing Effective Teams	Encryption	Employee Benefits
Visual Design in Communications	Cloud Security	AT&T ACAS & ORCA
Essentials of Managing Conflict	Governance, Risk, and Compliance	Verizon ISSO
College Algebra	Business Development	CenturyLink CRIS
Local Area Networks	Procedure/Process Improvement	Time Management
Ethical Hacking Essentials (EHE)	EEO Compliance	Oracle
OS & Application Security	Customer Service	SAP
MS Office Applications I & II	Asset Management	Quickbase
CIPP/US	Remote Working Environment	Wix
Oracle Certified Foundations Associate	Business Start Up	Facebook, Twitter, and Instagram
SHRM-CP	Multi-Tasking	Contracts
Regional Operations Support	Supervisor	Workday
Performance Reviews	Risk Management	And much more...

Capabilities Profile:

I am an innovative problem solver who is self-starting, strategic, and a determined professional that adapts to our ever-changing world. I hold myself to a high standard of integrity by being a thorough individual/team player valued by business associates because I make efficient/accurate decisions. I am detailed, result driven, and committed to servant leadership. I focus on being an imperative asset to operational management, technical security, and accounting service departments. I excel at information technology management, risk management, budget control, strategic planning, and policy implementation. I enjoy small or large projects, accounting, and technology.

Impacts:

I have worked extensively to consistently exceed as shown by the interdisciplinary experience, education, and personal growth from 2006 to 2023. Dean's List Spring 2022 & Winter 2022, President's List Summer & Fall 2022, President's List Winter, Spring, & Summer 2023. MasTec North America dba MasTec Utility Services Group 2017 to 2021 - Bonus awarded for meeting or exceeding revenue goals: April 2021 \$850.00; April 2020 \$3,875.00; April 2019 \$3000.00; April 2018 \$1,050.00; April 2017 \$3,100.00. Terex Utilities Inc. dba Terex Services 2013 to 2016 - 2014 Pinnacle Award of Excellence. Southeastern Insurance Consultants 2006 to 2013 - 12% raise in 2008; Thank You gifts totaling \$550 in 2008; \$1200.00 in 2009; 5% raise in 2010.

Office Manager 4/18/2016-4/21/2021; Full-Time 40 hours, weekly

MasTec North America dba

MasTec Utility Services Group

Responsibilities:

Provide servant leadership to the site and regional operations to ensure smooth and effective office operation and maximum efficiency. Acts as the primary point of contact for site personnel. Supervisor of three regional essential members.

Branch project invoicing management, Account Receivable reconciliation reports, Account Payable processing, and material Purchase Orders for nine projects. Project database management. Ensure SOX compliance standards are met. Assist in profit and loss reporting.

Oracle site conversion tester for projects in Ohio (Verizon), South Carolina (AT&T, Verizon, CenturyLink), North Carolina (AT&T), Virginia (Citizens Telephone, Giles-Craig Communications, Pembroke, Warwick Valley Telephone). SME for site location from Corporate for Oracle training, conversion, team member responsibilities to ensure SOX compliance.

Branch Human Resource site SME including I-9 verification, background, drug testing, new employee training, MVR verifications, policy implementation, payroll, paid time off, and benefit consulting.

Direct reporting to the Director of Operations for all office and Oracle related matters. Assist and support Director of Operation, Operations Manager, and Project Construction Manager on projects and daily business needs. Deploying corporate communications to the site and region. Manage tasks impacting customers. Assist with external and internal vendor relations. Organize and coordinate staff for meetings, including preparing materials pertaining to agenda items, following up with staff members regarding status of action items, travel arrangements (Executives, Sub-Contractors, etc.). Respond timely to requests from the Director of Operations and Operations Manager.

Bonus awarded for meeting or exceeding revenue goals; April 2021 \$850.00; April 2020 \$3,875.00; April 2019 \$3000.00; April 2018 \$1,050.00; April 2017 \$3,100.00.

ASC Bartender, LLC 1/1/2018-12/31/2020, Part-Time, weekends

Operating Owner

Business Closed due to COVID December 2020

All of South Carolina

Responsibilities:

Provide extraordinary liquor and wine knowledge with superior bartending services from an innovative, certified, and licensed Mixologist. Corporate sponsored events, Charity events, Wedding Reception, Rehearsal Dinner, Housewarming, Open House, Brand Ambassador, Bachelorette Party, and Stock-The Bar Parties.

Website Management through Wix.com.

Social Media Marketing of Brand Ambassador events using Facebook, Twitter, and Instagram.

Bar Menu options including multiple quote options, various recipes choices, and Cost analysis.

Certifications: Responsible Serving of Alcohol # PSCC10000243478, Bartender Mixology, Advanced Wine Knowledge, Waitress Hospitality, and Liquor Knowledge.

Branch Operations Specialist Sr. 4/29/2013-4/15/2016; Full-Time 40 hours, weekly

2014 Pinnacle Award of Excellence

Terex Utilities Inc. dba Terex Services

Columbia and Tampa Branch locations

Responsibilities:

Daily schedule management of fourteen branch team members including paid time worked, paid time off, human resource policies including attendance policies, sale order invoicing, customer account management, new customer set up, new vendor set up, and MRBR (work order) reports for both Columbia and Tampa locations.

Sales order coordination and scheduling, production meetings, ZKSCO (financial) reports, and management meetings, purchase order acknowledgement letters, sale order invoicing with target margin execution, data input in SAP of all orders, data input in Smart Inspector 2 for all inspection orders for Columbia location.

Monthly account cost reporting, Sale order margin explanations if over 40% per SOX, branch inventory including office materials and safety materials, branch operation meetings, assist with branch's annual target sales and revenue, assist with driving the base business operational and execution growth.

Branch budget including monthly cost of branch bills, yearly market analysis for cost effectiveness, expand margin growth by improving the quoting and execution processes.

Monthly Safety coordination and training to include shop inspections, safety materials, Field service HSE checklist, and HSE compliance database.

Sale order management including parts and labor, target margin based on type of sale, Quotes for parts and/or labor included with target margins.

Administrative Assist/Account Manager 6/12/2006-4/26/2013; Full-Time 40 hours, weekly

Southeastern Insurance Consultants, LLC

Irmo, SC 29063

Responsibilities:

All group size prospects and renewals for Medical, Dental, H.S.A, Vision, Life, Long Term Disability, Short Term Disability, and Supplemental Life. Approximately 70 to 80 per quarter. Includes shopping the market with all available carriers, spreadsheets all quotes, updating GBS accordingly, presentation materials, enrollment materials, and any other requirements needed.

Employee/Employer training on elected products strictly following HIPAA requirements.

GBS (software/ account database) Management included entering current, and suspect company information, generation of weekly and monthly reports (renewal, newsletter, prospect, suspect, carrier, policy, etc.), general upkeep of policies, carriers, administrations, and benefits. Keeping all client information up to date for Bi-Monthly SIC Newsletters, Annual Customer Appreciation Celebration, Holiday Greeting Cards, and any other marketing materials.

Client Customer Service for billing, claims, training, enrollment, benefit question/solutions, terminations, audits, provider solutions, while strictly following HIPAA compliance.

Total staff support: Back up for all employees for any overload, service, presentation, software, inventory issues that may occur. Point of contact for Sales to be up to date on products from carriers. Support Sales with group enrollments include the behind the scenes 'scrubbing' of applications and gathering any missing information for enrollment, organizing training enrollment materials, and assisting the group with any other enrollment materials.

Implementation of my management skills, tactics, and executions has been outstanding that it has earned me a 12% raise during the year 2008. Taking control and being eager to grasp everything that has passed my way during any given day has blessed me with several 'Thank You' gifts totaling \$550 during the year 2008. In 2009, I exceeded the \$550 in gifts by \$650. In 2010 another 5% raise in my salary was granted even with troubling economic difficulties.

Volunteer Experience:

Campaign for Kizzi Gibson 2021/2022 SC Superintendent of Education, Website Recommendations & Focus Group Management

Volunteer Camp Kemo Fund Raising, Volunteer American Heart Association Enrolled in Heart Health Walk 3/23/2013

American Cancer Society Volunteer in the yearly CPS, Salvation Army Adopt a Child program, Good Will donations, Arbor Foundation, and ASPCA