

Sandra Durham

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Impacts

I have a verifiable 10-year record of exceeding goals from 2006 to 2023. MasTec North America 2016 to 2021, Bonus awarded, 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, 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. Capella University Summa Cum Laude graduate on the Dean's List Spring 2022, Winter 2022, President's List Summer, Fall 2022, President's List Winter, Fall, Summer, and Spring 2023.

Education

Graduated Summa Cum Laude with a 4.0 GPA at Capella University, BS Information Technology, Specialization in Information Assurance and Cybersecurity, Dean's List Spring 2022 & Winter 2022, President's List Summer & Fall 2022, President's List Winter, Spring, Fall, & Summer 2023. My BSIT Information Assurance and Cybersecurity Specialization Degree program is designated by the National Security Agency (NSA). This program is validated by the National Security Agency (NSA) and the Department of Homeland Security (DHS) as a National Center of Academic Excellence in Information Assurance/Cyber Defense (CAE IA/CD). (Awards found here, <https://www.capella.edu/capella-experience/about/awards-recognition/>)

Credly badges (<https://www.credly.com/users/sandra-durham>)

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), Workday Basics & Beyond, IL Gov GATA Foundations.

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.

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.
- Workday Pro Benefits Consulting Certification, Branch Human Resource site SME including I-9 verification, background, drug testing, on boarding, MVR verifications, policy implementation, payroll, paid time off, and benefit consulting. Responsible for directing and planning the day-to-day operations of group benefits programs (group health, dental, vision, short-term and long-term disability, worker's compensation, life insurance, travel and accident plan, flexible spending plan, retirement plans, etc.). Recruits, interviews, hires, and employee training in the department. Oversees the daily workflow of the department, Provides constructive and timely performance evaluations, Handles discipline and termination of employees in accordance with company policy, federal and state laws (EEO, OSHA, Workplace Labor, FMLA, Privacy, etc), Partners with the leadership team to understand and execute the organization's human resource, and talent strategy particularly as it relates to current and future talent needs, recruiting, retention, and successful project planning. Provides support and guidance to HR generalists, management, and other staff when complex, specialized, and sensitive questions and issues arise; may be required to administer and execute, routine tasks in delicate circumstances such as providing reasonable accommodations, investigating allegations of wrongdoing, and terminations. Coordinate daily benefits processing. Handle enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, rollovers, QDROs, QMCSOs, distributions, loans, hardships and compliance testing Manages the talent acquisition process, which may include recruitment, interviewing, and hiring of qualified job applicants, particularly for managerial, exempt, and professional roles; collaborates with departmental managers to understand skills and competencies required for openings. Analyzes trends in compensation and benefits; researches and proposes competitive base and incentive pay programs to ensure the organization attracts and retains top talent.
- 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 Certified DBS, 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.
- 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.

Operating Owner 1/1/2018-12/31/2020, Part-Time, weekends

ASC Bartender, LLC

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
- Staffing events, Training staffed bartenders, Management of bar staff at events
- 1099 Contract Workers
- Social Media Marketing of Brand Ambassador events using Facebook, Twitter, and Instagram.
- Ad Analytics, Google Analytics Certification, Google Creative Certification
- Applicable law compliance such as no alcohol Under 21 Years of Age, Under the Influence, etc.
- 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

Terex Utilities Inc. dba Terex Services

2014 Pinnacle Award of Excellence

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

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. Oversee maintenance of client benefits files, maintain group benefits database and update employee records.
- Coordinate daily benefits processing. Handle enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, rollovers, QDROs, QMCSOs, distributions, loans, hardships and compliance testing 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.

Proficiencies

Database Systems, System Assurance Security, Project Management, System Administration, Network Architecture, Software Architecture, Windows Operating Systems, Web Design & Development, Business Accounting, Intermediate Java, C# Programming, Net Beans, Visual Studios, Brackets io, Python Programming, Business Goals for IT Professionals, Statistics, JavaScript Programming, HTML5, CSS3 Stylesheets, PHP, Visual Basic I, Developing Effective Teams, Visual Design in Communications, Essentials of Managing Conflict, College Algebra, Local Area Networks, OS & Application Security, MS Office Applications I & II, CIPP/US, Oracle Certified Foundations Associate, Regional Operations Support, Performance Reviews, Accounts Receivable, Account Reconciliation, SOX Compliance, HIPAA Compliance, Human Resources, Direct Report to C-Suite Executives, Corporate Credit Card, Office Management, Data Privacy ,Information Assurance, Interviewing, Recruiting, User Experience & Interactive Design, Database Management, Benefit Design, Cyber Defense & Countermeasures, Information Technology Ethics, IT Concepts & Practices, Hardware & Operating System Management, Business Communications, Macroeconomics, Introduction to Psychology, Network Hardware, Agile Methodology, Employee Training, Record Management, Encryption, Cloud Security, Governance, Risk, and Compliance, Business Development, Procedure/Process Improvement, EEO Compliance, Customer Service, Asset Management, Remote Work Environment, Business Start Up, Multi-Tasking, Supervisor, Leadership, Risk Management, Scheduling, Payroll, Vendor Relations, Quotes, User Interactive Testing, Budget Analysis, Servant Leadership, Presentations, IT Systems Training, E-Verify, Expense Reports, Microsoft Suites (Excel, Word, etc), Travel Arrangements, Target Margin Execution, Health Safety & Environment Compliance, Project Invoicing, Motor Vehicle Records, OSHA Compliance, Accounts Payable, ADP, Corporate Policy Implementation, Employee Benefits, AT&T ACAS & ORCA, Verizon ISSO, CenturyLink CRIS, Time Management, Oracle, SAP, QuickBase, Google Smartsheet, Wix, Facebook, Twitter, and Instagram, Contracts, Workday, Beverage, Billing, Sales Goals, Sales Operations, Salesforce, Staffing, Build Relationships, Client Relationships, Client Service, Drawings, Driving Record, Electronics, Engineering, Installation, Instructional Design, Inventory, Inventory Management, Consumers, Customer Experience, Customer-Facing, Customer Requirements, Accounting Principles, Analyzing Financial Statements, Employee Relations, Filing, Help Desk, Hospitality, QA, Quality Assurance, Quality Control, Quality Management, Quality Standards, Raw Materials, Regulatory, Regulatory Compliance, Human Resource, Office Software, On-Boarding, Outreach, Peoplesoft, Performance Metrics, Phone Calls, Sales, Sales Experience, , Supervising, Supervisory Experience, Benefit Consulting, Support Services, Talent Acquisition, Talent Management, Asset Management, Audit, Auditing, Automation, Budget, Budget Management, Budgeting, Chemicals, Circuits, Construction, Cost Reduction, Cross-Functional Team, Distribution, Documentation, Documenting, Drafting, Life Cycle, Lifecycle, Manage Projects, Management Experience, Operations, Operations Management, Outsourcing, Performance Improvement, Process Improvement, Process Improvements, Procurement, Product Design, Product Development, Product Knowledge, Product Line, Product Marketing, Product Quality, Project Delivery, Project Management, Project Management Skills, Project Plan, Regulatory Requirements, Repairs, Safety, Six Sigma, SolidWorks, Sourcing, Specifications, Standard Operating Procedures, Supply Chain, Supply Chain Management, Transport, Transportation, Valid Drivers License, Vendor Management, Warehouse, Workflows, Business Administration, Accounting Reports, Leadership, Effective Communication Skills, Accounting Software, And Much More...