

Linda J. Norby
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Brunswick, GA 32515
301-910-1043
Linda_Norby@comcast.net

- eBay seller from 2007 to Current
- Currently member of Executive Board of Bella Italia, The Italian American Association of the Golden Isles

Work history:

ESI International – 1999-2007

Arlington, Virginia

Position: Director of Document Design

Managed staff of seven graphic designers

Conducted performance reviews, hiring, termination, counseled employees in team building

Richey International

Jacksonville, Florida & Chevy Chase, Maryland

Position: Director of Production – 1996-1999

Managed staff of transcribers and editors, as well as coordinated technical systems, and training.

Barnett Bank of Florida (now Bank of America) - 1989-1996

Jacksonville, Florida

Position: Supervisor, Word Processing Dept.

Managed staff of 8 transcribers

Southern Maryland Hospital Center

Clinton, Maryland

Position: Director of Community Relations/Volunteer Services

Implemented Hospice program

Increased volunteer staff from 50 to 100

Expanded volunteer duties to include clerical duties

Supervised Red Cross Volunteers

Created program introducing children to hospital prior to admittance.

Previous positions at Internal Revenue Service, National Geographic Society, Office manager for psychiatrist.

Employee management, performance management, team building

Accomplished writer, computer skills high to advanced levels. Expert in Microsoft Excel, Word, Advanced in Publisher, Word, and Adobe products such as PhotoShop Elements, moderate in Adobe X Pro. Proficient with digital cameras and photo editing in various formats.

Professional Accomplishments: Written technical Operating Procedures Manuals for AS400 computer, and tracking system at ESI, developed rating model as Project Manager for Content Management System Project Plan which in cost control & risk management plans, as well as developed Request for Proposal. Managed hospital volunteers group increasing program from 50 to 100 members. Introduced diversity in the hospital volunteer program by including clerical positions as well as patient care duties. Helped organize hospice program within hospital. Worked with Social Services in obtaining residency for elderly patients upon hospital discharge.

References upon request

Specific Skills and attributes:

- ◆ Expert at Excel
- ◆ Type 62 wpm
- ◆ PC proficient but more than willing to learn Mac
- ◆ Advanced MS Word, Publisher, One Note, PowerPoint
- ◆ Proficient with digital camera
- ◆ Proficient with Adobe ProX, and Adobe PDF
- ◆ Proficient Windows Moviemaker
- ◆ Proficient with various databases such as Access
- ◆ Proficient at photo editing with Photoshop Elements
- ◆ Can file
- ◆ Good phone voice
- ◆ get along well with people
- ◆ Multi-task very well
- ◆ Personable—I can sell
- ◆ Have worked with AR, AP, GL & medical billing codes
- ◆ Dedicated & committed
- ◆ Will work overtime
- ◆ Will get the job done
- ◆ Excellent writer & editor
- ◆ Do not smoke