
SYLVIA A. RUDY

SENIOR WEBSITE SUPPORT SPECIALIST

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sarudy@gmail.com
(848) 628-4826

Skills

Organization

process improvement,
procedures, scheduling,
document maintenance,
technical writing

Leadership

training, escalations,
administration, project
management, community
moderation

Web Design

wordpress, content management
systems, hand html/css coding,
basic web design, php, seo,
social media

Experience

Lexis Nexis / Martindale Hubbell (Lawyers.com)

2001-present

Senior Website Support Specialist

Customization of websites for customers, including scanning, light html coding, image editing. Expert in proprietary web page editing program - telephone escalations and telephone rep training; Customer support and technical assistance. Dedicated support for high-touch clients.

Fulcrum Logic, Inc.

2000-2001

Marketing Manager

Design and maintenance of company web site and intranet; Design for contracted web sites; Sales support (4 people), HR support (2 people), marketing, contract administration; Composition and editing of company documents, including contracts, weekly newsletter, and quarterly newsletter.

Randstad

1994-2000

Novartis Pharmaceuticals, 1997 - 2000: Three years at Novartis Pharmaceuticals Biostatistics department. Intranet Content Manager. Coordinated time recording for department, including department-wide reports. Maintained files for FDA audit. Prepared departmental procedures and templates.
AT&T, 1995-1996: Financial coding; Desktop publishing; Maintaining/tracking schedules; Administrative duties.

Upsala College

1990-1995

Student Tutor / Assistant to the Registrar

Teaching assistant for basic skills reading and composition as part of remedial program, including running two unsupervised 8-student sections per semester. Maintained filing system, telephone, text processing and created/updated routine forms, desktop publishing, including registration booklets; Expedited records and transcripts.

Education

Upsala College - East Orange, NJ

Bachelor of Science, 1995, Mathematics
Semester abroad, St. Nazaire, France