

Cynthia Andros - Web Design, Custom Software & Technical Writing

P.O. Box 15684
Asheville, NC 28813
828.274.0703

Online Portfolio: www.pulaki.com
Email: web@pulaki.com

Education

BS Computer Engineering - University of Miami, Miami, Florida 1986
Minor in French Language & Culture - University of Paris, Paris, France 1983

Software & Hardware Knowledge

Web & Design-Related Software

HTML, DHTML, CSS, JavaScript, ASP, VBScript, SQL, Embedded SQL, XML, CGI, DreamweaverMX, FlashMX, FireworksMX, Photoshop, SQL Server, Adobe Exchange (PDF), Pagemaker, QuarkXPress, Robohelp, Paintshop Pro, Illustrator, Freehand, CorelDraw, FrontPage

Other Software & Programming Languages

Pascal, Fortran, ADA, Basic, Visual Basic, C, Windows System Programming, Macintosh System programming, IBM DB/2, MS Access, SQL Server, VX-Rexx, Various word processors, Excel, Lotus, FileMaker Pro, FoxPro, 4th Dimension, Act, FrameMaker

Hardware & Operating Systems

DOS, Windows95-XP, OS/2, Macintosh, UNIX, NMS Digital Switching Cards, T1 interfacing, some Ethernet

Personal Strengths

Excellent communication and organizational skills, creative and technical writing, team-player, belief in the importance of good time management, honed analytical and troubleshooting skills, personable, aptitude for teaching and extensive creative design abilities, non-active Secret security clearance.

Professional History

1997 - Present

Contractor - Web Design, Software Programming & Technical Writing

Web Designer/Software Engineer

Design, implementation and administration of various commercial web sites for large corporations, small business and individuals. See www.pulaki.com for links to web site samples.

Site designs range from large, password-protected, database-driven, retail end sites, back door administrative sites, marketing brochures and Flash sales tools to simple business-card-type sites meant to establish web presence. Both content and graphics have been contracted in many cases.

Technical Writer

Technical writing projects include writing content, illustration and PDF generation of User Guides, Programming References and Marketing Brochures. See www.pulaki.com for technical writing samples.

Professional History Continued

1994 - 1999

TeleFyne Corporation, Pace, FL

Senior Engineer/Senior Programmer and MIS Administrator

Responsibilities focused on all technical aspects of design and support for a Computer Telephony Services firm and included, but were not limited to: Real-time, interactive voice response system design, implementation and administration using PC-based digital switches; Database design and administration; Design, implementation, maintenance and training of both a full-featured, proprietary customer service administration software package, and corporate office administrative software with embedded SQL; Troubleshooting all of the above; Computer network administration; Voice recording; Creative writing; Technical writing; Web site design; Hardware/software procurement, installation, management and training.

1991 - 1994

Innovative Information Services, Destin, FL

Executive Vice President/Senior Engineer

Extremely broad responsibilities spanned almost all aspects of running a small telecommunications service business, including but not limited to: Writing and layout of a full-length business plan including pro formas for generating investment capital; Accounting; Marketing; Payroll; Taxes; Accounts receivable; Accounts payable; Graphic design and layout of all promotional materials; Creative writing/editing and voice recording. Responsibilities also included all technical needs of the business such as database design and administration; Hardware/software procurement, installation and training; Technical writing; Design and maintenance of a real-time interactive voice response system used to deliver value-added products and services to the general public.

1989 - 1991

Science Applications International Corporation (SAIC), Shalimar, FL

Software Engineer/Graphic Interface Designer

Responsibilities included design and implementation of a proprietary Macintosh-based Graphics Display Application and User's Manual for illustrating missile/interceptor constellations and path data for the SDIO Joint Projects Office - Eglin Air Force Base, Florida. Additional responsibilities included using UNIX-based Distributed Computing Design software for organizing large-scale computing design environments, as well as technical writing. A "Secret" level security clearance was required for this job.

1986 - 1989

Self-Employed Computer Consultant, Miami, FL

Clients were primarily small businesses and professional individuals in need of a broad range of computer and technically-related services. Responsibilities included office automation, hardware/software recommendations, installation and employee training, software programming, writing user manuals, and graphic design and layouts of various marketing materials.

References

Professional and personal references are available upon request.