Laura Cathey Lubinski

Pittsburgh, PA

Full history on: **linkedin.com/in/lauracathey**   **cathlaura@gmail.com**

Summary: A technical problem solver and chameleon communicator
who seeks cross-functional collaboration to meet goals that improve society in a multicultural setting

Employment History:

Client Technical Support, Tier II   MAY '17 – PRESENT

Net Health Systems Inc (Industry: Healthcare IT). Pittsburgh, PA
– Provided technical support to clinical and administrative users of EMR software via email & phone
– Communicated client feedback, escalations, and bugs to Operations, QA, and Product teams
– Wrote knowledgebase articles to capture best practices for internal and external audiences

Communications Contractor   Mar '15 – April '17, JULY '09 – DEC '09

Self-employed (Industries: Non-profit, Education)
– Wrote search-engine-optimized blog posts for soft sales to audience of Arabic language students
– Tracked details, prepared status reports for international event; recorded & edited video of lectures

Communications and Resource Center Coordinator   APR '11 – FEB '15

Presbytery of Chicago (Industry: Religious Non-profit). Chicago, IL
– Published to social media and email newsletters. Coordinated writers, editors, and photographers
– Tracked web metrics, analyzed trends in data, and created actionable reports with visualizations

Product Manager   APR '10 – APR '11

Chicago Computer Club (Industry: IT – Consumer Desktop Support). Chicago, IL
– Provided remote tech support, coordinated 4 employees during 50% increase of subscribers
– Cut customer cancellation rate in half by creating procedure focused on customer satisfaction
– Updated and promoted SharePoint knowledgebase of technical, operational, and morale info

Helpdesk Technology Consultant   FEB '07 – MAY '09

Grinnell College (Industry: Education). Grinnell, IA
– Provided software & networking support to faculty, students, and staff via phone and in-person

Software Expertise:

Windows 10 • Microsoft Office 360 (Excel, Word, PowerPoint, Outlook, SharePoint, Visio, OneNote)
Adobe Photoshop • HTML & CSS • Google Analytics, Facebook Insights, Hootsuite Analytics
Online publishing (WordPress, Blogger, Tumblr) • E-mail marketing (Constant Contact, MailChimp)
Project Management and Issue Tracking Software (Trello, Asana, NetSuite, Jira)

Education:

Grinnell College, Grinnell, IA. Bachelor of Arts in Anthropology   Received diploma MAY '09