Claude A. Swanson

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# OBJECTIVE

To obtain work where I can utilize my skills and experience and have ongoing opportunities for continued learning, challenge and growth

# SUMMARY

A well-organized, detail-oriented and flexible professional with proficient modern computer skills who is highly motivated and productive and can collaborate insightfully and effectively with colleagues

# SKILLS

Microsoft Office Professional (Word, Excel, Access, PowerPoint), Adobe Software (Photoshop, Illustrator, In-Design, Premiere Pro, Acrobat, Dreamweaver, Animate, XD,), Brackets, Java (Spring Boot), Audacity, Chrome, MS Paint, Cold Fusion, Javascript, Citrix Metaframe, Citrix Intellitrak, CPCS, FileZilla, Fetch, Apple - Mac OS, Intel – Windows OS, Trak1 Barcoding System, Global WebFOCUS, SQL, HTML, CSS

# EDUCATION

Montgomery College – Associates in Applied Science, Digital Media and Web Technology, Expected Completion - Fall of 2019

Montgomery College – Associates in Arts, Humanities and Applied Science, 1982

# CERTIFICATIONS

Montgomery College – Web Design Certificate Program, 2018

Montgomery College – Java Development, 2018

Montgomery College – Effective Business Writing, 2006

Montgomery College/Lockheed Martin – Advanced Global WebFOCUS Accounting Systems, 2001

SHL Direct/Brainbench Learning and Assessments – Electronic Records Information Management, 2000

SHL Direct/Brainbench Learning and Assessments – Microsoft Office Suite Professional, 2000

SHL Direct/Brainbench Learning and Assessments – Written English, 2000

Dynamic Training and Development Corporation – Business, Career and Life Management, Spring 1993

# EXPERIENCE

Covance, Inc., (Ultimate Staffing, Inc.) ***Patient Assistance Specialist***

Processed patient assistance applications; Provided information about patients to physicians and pharmacies and communicated with insurance companies to help patients receive transplant anti-rejection medication

DP Clinical, Inc., (Sparks Personnel Services) ***Records Manager***

Processed medical forms and documents**;**Managed active project files**;**Coded and stored inactive files

Avendra, LLC (Sparks Personnel Services) ***Data/Funds Recovery Specialist***

Communicated with distributors to provide goods and services to businesses in the hospitality industry; Researched and recovered missing spend data for enrolled customers; Formatted spreadsheets and updated databases to produce reports and populate company web sites with vendor data and sales information

Institutional Shareholder Services, Inc., (Randstad, Inc.) ***Research Analyst/Meeting Coordinator***

Researched Securities Class Action Lawsuits via the internet; Identified new cases; Posted case dispositions and progress, settlements, judgements and disbursement information to company web site; Created reports and published monthly newsletters; Scheduled meetings and interviews between company representatives; Prepared meeting, interview and survey materials; Gathered and organized results data for inclusion into the annual company report

Lockheed Martin Air Traffic Management, Inc. (Belcan Corporation) ***Database Administrator***

Tracked the movement of all Air Traffic assets with data management systems; Compiled source code, generated reports, analyzed data, made recommendations to keep information baseline accurate and current; Designed and maintained internal department intranet; Implemented and deployed a bar code asset-matching program

Lockheed Martin Mission Systems, Inc. (Belcan Corporation) ***Special Projects Administrator***

Supported dozens of managers and staff involved in complex scientific, transportation and information technology projects for the Federal Government; Developed and maintained electronic filing and records-tracking systems; Created metrics and generated data-change reports; Posted data to internal company web sites; Participated in multiple migration efforts to transfer data from older and beloved Heritage systems to more modern, efficient and versatile computer systems; Helped to lead a human resources department project to convert their employee records to electronic format

Lockheed Martin Mission Systems, (Belcan Corporation) ***Software Licensing Administrator***

Procured software for Year 2000 compliance testing (Y2K); Determined software licensing requirements and the appropriate software distribution method; Managed all software accessibility on site to ensure compliance with licensing laws and regulations; Ordered other software products for research and development engineers; Inventoried newly received items; extracted, recorded, copied, coded and safely stored all components; Built and maintained databases; Updated department web site

Trusted Information Systems, Inc., ***Sales Coordinator/New Product Administrator***

Consulted with clients in order to determine and meet current information security demands and consider future needs; Promoted to the New Product line administrator; Built and maintained customer record-keeping and filing systems; Reported sales data to management

Woodward and Lothrop, Inc., ***Seasonal Manager***

Ordered and maintained seasonal supply inventory (Holiday wreaths, trees and decorations, snow blowers, lawnmowers, suntan lotion, BBQ grills, etc.); Constructed special merchandise displays and decorated store in season; Conducted inventories and developed records-keeping and merchandise-tracking systems; Managed a team of up to 10 employees; Held brief interviews with prospective employees and recommended candidates that I felt would strengthen the department’s team effort;

Computer Experts, Inc., ***Analyst/Technical Recruiter***

Received, reviewed, analyzed and coded resumes; Entered resume and employee data into computer systems; Conducted telephone and in-person interviews; Recommended employees to management that I determined best met the position requirements; Wrote classified recruiting advertisements for inclusion into local, regional and national newspapers; Maintained open communication with personnel from client companies to better address and fulfill their employment needs

# INTERESTS

Computer programming, painting, light electronics, radio and antenna science, cooking, reading, football, professional wrestling, music, travel and the paranormal