



# CLAUDE A. SWANSON

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## OBJECTIVE

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

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## SUMMARY

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- Over 35 years of challenging and versatile experience
- Proficient legacy and modern computer skills
- Well-organized, detail-oriented and flexible
- Collaborates well with colleagues
- Highly motivated and productive
- Personable and insightful

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## EXPERIENCE

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Covance, Inc., (Ultimate Staffing, Inc.) Gaithersburg, MD 2009-2010 ***Patient Assistance Specialist***

- Processed patient assistance applications
- Contacted medical providers and pharmacies
- Received and provided information about patients to physicians and pharmacies
- Communicated with insurance companies and helped patients receive transplant anti-rejection medication

DP Clinical, Inc., (Sparks Personnel Services) Rockville, MD 2007-2008 ***Records Manager***

- Processed medical forms and documents
- Organized and managed active project files
- Coded and stored inactive files

Avendra, LLC (Sparks Personnel Services) Gaithersburg, MD 2006-2007 ***Data/Funds Recovery Specialist***

- Corresponded with and worked with distributors by telephone to provide goods and services to businesses in the hospitality industry
- Researched and recovered missing spend data for enrolled customers
- Formatted spreadsheets and uploaded information into databases to produce reports and populate company web sites

Institutional Shareholder Services, Inc., (Randstad, Inc.) Rockville, MD 2005-2006 ***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 in the annual company report

Lockheed Martin Air Traffic Management, (Belcan Corporation) Gaithersburg, MD 2003-2005 ***Database Administrator***

- Tracked the movement of all Air Traffic assets through data management systems such as CPCS, Trak1, Citrix Metaframe, MS Access and MS Excel
- Compiled source code, generated reports, analyzed data, made recommendations and kept information baseline current
- Designed and maintained internal department intranet

Lockheed Martin Mission Systems, (Belcan Corporation) Gaithersburg, MD 2001-2003 ***Special Projects Administrator***

- Supported several 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 for management and posted data to internal company web sites
- Participated in major migration efforts to transfer data from older and beloved Heritage systems to more modern, efficient and versatile computer systems
- Assisted human resources by helping to convert their employee records to electronic format

Lockheed Martin Mission Systems, (Belcan Corporation) Gaithersburg, MD 1998-2001 ***Software Licensing Administrator***

- Procured current and back-level materials for Year 2000 compliance testing (Y2K)
- Participated in supporting the extensive Year 2000 compliance campaign as directed to ensure 100% product compliance
- Determined software licensing requirements and the appropriate software distribution method
- Ordered software products for research and development engineers
- Inventoried newly received items; extracted, recorded, copied, coded and safely stored all components
- Managed all software accessibility on site to ensure compliance with licensing laws and regulations
- Built and maintained databases using Microsoft Access and Microsoft Excel

- Updated department web site and internal department intranet references

Trusted Information Systems, Inc., Rockville, MD 1995-1997 ***Sales Coordinator/New Product Administrator***

- Consulted with clients, customers and management in order to determine and meet current demands and consider future needs
- Became the New Product online administrator such software as the Gauntlet and Forcefield internet firewalls
- Built and maintained customer record-keeping and filing systems
- Reported sales data to management

Woodward and Lothrop, Chevy Chase, MD 1993-1995 ***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
- Held brief interviews and recommended employees that I felt might strengthen departmental team effort
- Managed a team of up to 10 employees

Computer Experts, Inc., Gaithersburg, MD 1991-1993 ***Analyst/Technical Recruiter***

- Received and analyzed resumes of applicants seeking to secure employment opportunities available in the greater Washington, DC metropolitan area
- Coded resumes and entered the data into several computer systems such as Paradox, DbaseIII, Peoplesoft and MS Excel spreadsheets
- Conducted telephone and in-person interviews
- Recommended employees to management that I determined best met the position requirements
- Wrote advertisements for inclusion into local, regional and national newspapers for recruiting purposes
- Maintained open communication with personnel from client companies to better address and fulfill their employment requirements

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## **EDUCATION**

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

Montgomery College - Web Design Certificate Program - Completed, Fall 2018

Montgomery College - Continuing Education - Java Development Boot Camp - Completed, Spring 2018

Montgomery College - Continuing Education - Effective Business Writing – Completed, Fall 2006

Montgomery College/Lockheed Martin - Continuing Education – Advanced Global WebFOCUS Accounting Systems, Spring 2001

Montgomery College/Lockheed Martin - Continuing Education - Introduction to Global WebFOCUS Accounting Systems, Fall 2000

Montgomery College 1982

- Associates in Arts – Education, Humanities Concentration
- Associates in Arts – Education, Applied Science Concentration

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## **CERTIFICATIONS**

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Brainbench, Inc., Chantilly, Virginia

- Electronic Records Information Management, Fall 2000
- Microsoft Office Suite Professional, Summer 2000
- Master of Written English, Summer 2000

Dynamic Training and Development Corporation, Sandy Spring, MD

- Business, Career and Life Management, Spring 1993

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## **INTERESTS**

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