

Vickie Lynn Jensen

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Technology has been a driving force in my business career since the late 1970s. Due to my early exposure and the variety of environments that I have utilized it, I have a natural ability to guide people through in comprehending the ever-changing technology in a concise manner. I have always been an explorer, and have never said “it can’t be done” without looking at all the possibilities. With the combination of my technical (both hardware and software), management, financial and training experience, I am able to look at a scenario from many different angles to accomplish a wide variety of goals.

BUSINESS EXPERIENCE

October 2006 to Present – Thomson Reuters (previously Thomson West)

April 2007 to Present – Technical Specialist – Prepress & Digital Print

As a member of the Thomson Prepress “tech team”, my main focus is on Project Management. This encompasses projects with a wide scope, from process improvement, efficiency studies, RFP creation to equipment acquisition for capital expenditures. Many of these projects affect other manufacturing production areas and require a great deal of communication. Venues for this communication: meetings and presentations with operators and management, vast amounts of documentation, project requirement documents, process modeling, operator training as well as constant monitoring. Thomson is a 24/5 facility. Instituted monthly Prepress meetings with all three shifts to bridge a communication gap that the project team had with this group. Liaison to Manufacturing Client Services (MCS) group and their clientele base. This has enabled us to receive electronic data in a format that is more productive. This has also increased the education base of this internal group to effectively communicate our needs as a production facility. Member of the Manufacturing Book Workshop team: part of the Book and marketing materials design team, contributing writer and presenter for a series of 2-day hands-on workshops for our customers to understand the entire book manufacturing process. Backup department supervisor for both Prepress and Digital Print divisions upon request.

In this position I utilize many tools to communicate materials out to the Manufacturing employees: Process Documentation and Models, Quick Tips and Tricks for operation success, Collaboration on-line sites and WIKI sites to communicate documentation and study results for each project, Equipment and Maintenance Logs – both hardcopy and Database varieties.

October 2006 to March 2007 – Contract Project Manager – FindLaw Customer Operations

Served as an interim project manager for Nation’s largest producer of custom attorney “firmsites” and law firm on-line marketing materials. Managed the first implementations of FindLaw’s use of Fuego BPM software. This included: creating and maintaining Project Requirement Documents, process modeling, facilitating prototype meetings, process debugging and testing, process documentation for all affected FindLaw employees, training of FindLaw employees, post implementation and post partum meetings to discuss success and failure of projects. Worked closely with the FindLaw development team to keep projects on scope and completed on specific timelines for implementation. Presented to FindLaw upper management and discussed roll outs and successes of each project. A search engine marketing project was nominated for Thomsons Awards of Excellence.

2001 to 2009 – Coldwell Banker Burnet – Realtor & Freelance Technology Consultant
May 2006 to October 2006 - Part-time Technology Trainer for Coldwell Banker Burnet

In real estate, technology is a part of my every day existence. My philosophy is to use all types of technology to attract buyers and sellers, manage daily activities, organize and catalog clients, sphere or vendors, track schedules. Through various applications, I have vast experience in different user interfaces as it relates to on-line databases, marketing material design, website creation, lead generation, search engine key wording and website traffic statistics.

Realtor focus: To be a successful Realtor it is necessary to have excellent communications skills and a wide knowledge base in Market Trends, Finance/Lending and Title issues. It requires the ability to negotiate contracts for homeowners and buyers along with dealing with any objections, and situations that may adversely affect the closing of a transaction.

Technology Consultant/Trainer: I have assisted other realtors in managing their real estate business by performing hardware maintenance and repair, software training and system upgrades, website design and maintenance. I have also produced both print and on-line marketing materials which expands agent visibility, research and catalog client prospects by demographic areas and generate database entries. Mentor agents in regards to MN and WI state contract explanations and usage and educate them on real estate and general technology changes.

1998 to 2001 — CDXC Corporation, St. Paul, Minnesota
VP of Integration & Training / VP of Finance & Administration

VP of Integration & Training responsibilities: Trained clients on CDXC custom internet database product. The company product, called O'MyData cataloged image data, including photos, video, PDFs, publishing application files, and general documents. O'MyData had the ability to convert data on the fly to compatible file formats. Helped clients implement O'MyData into their workflow environment by setting up custom functionality options through CDXC programming group. Managed a small group of technicians in maintenance of company and client servers and networks. Company network consisted of multiple platforms, including Sun Microsystems, Silicon Graphics, Linux, Windows and Macintosh environments.

VP of Finance and Administration responsibilities: Managed the daily office operations including, but not limited to facilities management, human resources, employee expenses, liaison to multiple accounting firms dealing with payroll and accounts payables/receivables and reconciliation of business accounts, purchasing of equipment for clients, and negotiating contracts with vendors.

1996 to 1998 — GeneSys, LLC, St. Paul, Minnesota
Technical Support Manager

Trained major corporations on utilization of UNIX (SGI, SUN) file servers in the printing and publishing industry utilizing various networking and production workflow products. Analyzed and implemented custom workflows for production departments. This included organizing data on servers for production efficiency and the use of high-end RAID and robotic tape systems for server backups utilizing Veritas Netbackup and Volume Manager.

1993 to 1996 — West Publishing, Eagan, Minnesota
Electronic Publishing Specialist

Managed over 75 Macintosh computers in various departments of a national legal and educational textbook company. Established new standards of file preparation for successful output on high-end film output systems. Trained prepress staff on these processes. Liaison for pre-press and press areas for accurate film production for both offset and web presses. Implemented the first Fiber Optic network for communicating between departments. Implemented the whole workflow process of the first CREO direct-to-plate system in Web-based printing area. Established standards for film in company's new CDROM replication center. Trained textbook editors on how to communicate with textbook companies for proper file creation for output of film for elementary, high-school and college textbooks.

1992 to 1993 — Kohl's Department Stores, Milwaukee, Wisconsin

Systems Manager of Advertising & Marketing

Systems manager of a fast-growing Midwest department store chain. Kohl's Advertising department produced all print advertising for 85+ stores at that time. This included weekly catalog supplements, both 2-color and 4-color process, totaling over 2200 pages annually. Maintained over 30 Macintosh and PC workstations, running on a combination of two networks. Evaluated and purchased new computer hardware, software, computer supplies and peripherals. Trained new and existing personnel on operating systems and specific software applications. Set internal procedures on file preparation for color separators/service bureaus. Liaison between color separators for both smooth procedures and keeping current with electronic technology. Responsible for significant capital expenditures. Created a 3-year strategy to gain more internal control of print advertising. Implemented a distributed printing process for Kohl's Signing Department. Established and conducted "mini-sessions" for production personnel for training on new software and procedures, while efficiently using time in their already busy schedules. Created two fonts, for use on the majority of all print advertising supplements.

1990 to 1992 — Apogee/TAP Inc., St. Louis, Missouri

Director of Research & Training

Apogee/TAP was an R&D facility that specialized in research and training on desktop publishing equipment and how it relates to the high-end color CEPS industry. This included Macintosh, PC and UNIX workstations. Enabled high-end color production facilities in optimizing their systems for more efficient throughput to the final product . . . film. We also assisted color separators in dealing with their clients in recommendations of hardware and software, as well as training them on their newly installed systems. Hosted sales training seminars to color separators on how to sell electronic prepress to their customer base as well as how to handle the workflow when they do receive desktop jobs. Performed demonstrations for prospective customers in our demo facility. Configured newly sold desktop systems, including hardware, software and peripheral installation.

1988 to 1990 — AGFA Compugraphic Division, Minneapolis, MN / Chicago, IL

Product Applications Specialist

Demonstrated the software applications of Compugraphic systems. Working with several sales representatives, tailored our demonstrations to fit the needs of the specific customer. It was also necessary to have excellent public relations skills, due to the wide variety of clientele and venues of communication, including national trade shows. Maintained typesetting and film processing equipment in Regional demonstration facilities as well as National Tradeshows as scheduled.

1985 to 1988 – Richtman's Printing, Fargo, North Dakota

Typesetter / Project Manager

Originally hired as sole typesetter (105 wpm) for major printing company. Utilized Compugraphic equipment. Responsibilities expanded to including scheduling of projects, worked with all accounts to ensure projects were completed satisfactorily. Major accounts included prominent advertising agencies, manufacturers and healthcare providers. Assisted with hiring of additional typesetting personnel. Responsible for training and scheduling of typesetting staff. Also supervised typesetter in satellite office. Presented in-house training seminars on basics of typesetting and how it can be promoted to clients. Purchased all typesetting accessories and supplies for company and satellite office. Assisted with purchasing decisions on all typesetting equipment and software updates.

1983 to 1985 — Nels Vogel Music, Moorhead, MN

Purchasing Agent

Responsible for all music orders for stock and special requests. Dealt with hundreds of music publishing companies on a regular basis. Dealing with these companies required extensive knowledge of catalog content, discounts, purchase and consignment policies, publisher promotion, and new and discontinued items. Working in junction with the Director of Marketing, new materials were selected for promotion at educational clinics. Assistance was given to music sales staff by providing updates on product availability and as backup on the retail sales floor.

1976 to 1982 — The Harvey Herald, Harvey, North Dakota

Typesetter / Production Staff Member

Served as main typist for local newspaper. Assisted in newspaper composition, ad design, bookkeeping, darkroom work, advertising sales and “job work” design.

PROFESSIONAL ACCOMPLISHMENTS & EDUCATION

B.S. Music Education, North Dakota State University 1983

Accounting Studies, Inver Hills Community College

Lead Sales Region, Agfa Corporation

Licensed Real Estate Agent – Minnesota since 2001, Wisconsin since 2002

International Sterling Society for Sales Excellence, Coldwell Banker Burnet 2003

Super Real Estate Agent - Minneapolis / St. Paul Magazine 2005

Thomson Awards of Excellence nominee 2007

OPERATING SYSTEMS KNOWLEDGE

Macintosh expert since 1988 – Operating systems and Applications

Microsoft savvy since 1989 – both Operating systems and Applications

Certified Systems Administrator, Silicon Graphics

Certified Systems Administrator, Sun Microsystems

ASSOCIATIONS

Member of GUA (Kodak Graphic Users Association)

Stillwater MN PTA Member / School Parent Volunteer

St. Paul Area Board of Realtors

Minnesota Board of Realtors

National Board of Realtors

St. Croix Valley Relay for Life Participant 2003 - 2007

Muscular Dystrophy MDA Winter Wine Down Volunteer 2005-2009

REFERENCES

Available upon Request