



Darlene Roberge

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SUMMARY: An enthusiastic professional with broad-based leadership experience in office administration, software training, project management, graphic design, website design and website administration.

PROFESSIONAL EMPLOYMENT:

Self-Employed Contractor

Acworth, GA

July 2006 – Present

Consult with clients to analyze their needs and develop a plan that will meet client objectives. Services include website design, web maintenance, Photoshop collages, marketing materials & graphic design in a variety of mediums. Portfolio online at www.darleneroberge.com/portfolio.html.

Clientele:

Valley Associates Inc., (www.valleyhockeyleagues.com), (www.jrwarriors.com), (www.thenehl.com) and (www.valleyrinks.com); Atlantis Pools, (www.atlantispoolsqa.com); The Skating Club of Andover, (www.skatingclubofandover.com); Lakeside Barbershop (www.lakesidebarbershop.com); Bead Dreams (www.beaddreamsllc.com); Magic Pro-Painters (www.magicpropainters.com); Hedrick Speed Sports (www.hedrickspeedsports.com); TK Danis poured Foundations (www.tkdanisfoundations.com); Finlon Inc (www.finloninc.com)

Valley Associates Inc.

Haverhill, MA

Oct. 2004 – July 2006

Graphic Designer / Website Administration / Hockey Tournament Coordinator

- Designed tournament marketing collateral such as light pole banners, lobby display stands, board ads and web ads.
- Created tournament materials such as web pages, team applications, team roster guides, admission passes, standing boards, lobby signage, and team information packets.
- Website design and administration for the following websites: (www.valleyhockeyleagues.com), (www.jrwarriors.com), (www.thenehl.com) and (www.valleyrinks.com)
- Chairperson for the 2006 Tier 1 12 & Under USA Hockey National Championships.

Hewlett-Packard

Littleton, MA

Nov. 2003 – Oct. 2004

Virtual Classroom Training Coordinator / Consultant – TMP Global Resources

- Responsible for the scheduling and facilitation of Virtual Classrooms as requested by Learning Project Managers worldwide.
- Worked closely with the Requestor to manage the virtual training project life cycle to include: Manage virtual classroom schedules; book bridge lines and recorder media vendor; train presenters how to use the virtual classroom; create and distribute course invitations; enroll participants; distribute virtual classroom access codes and links to participants & presenters; configure virtual classroom; kick-off and facilitate the virtual training; escalate/manage technical issues; and track participant attendance.

Valley Associates Inc.

Haverhill, MA

June 2001 – Nov. 2003

Administrative Manager / Graphic Designer / Website Administration

- Responsible for the integrity of several databases used for contact management and league statistics.
- Researched and recommended a more suitable telephony system and administered the voice auto attendant.
- Utilized inventory control methods to control costs of office supplies and equipment.
- Facilitated project timeline meetings to maximize communications between cross-functional teams.
- Worked in conjunction with *PAYCHEX* to produce a customized employee handbook and rolled out to the office staff.
- Managed the production life cycle of the annual *Blueliner* Magazines. The process included designing a 60-page layout from concept to pre-press and obtained approval of content from directors, writers and affiliated teams.
- Executed all design functions such as: logos, web graphics, advertisements, full color brochures and posters.
- Coordinated and assembled all inter-league mailers, flyers, and informational campaigns.
- Acted as the main point of contact for 51 hockey programs consisting of over 460 teams. Effectively supported and interpreted organizational policies and procedures to customers via telephone and email.

Goldman, Sachs & Co.

New York, NY

Feb. 1998 – Feb. 2001

Project Manager, Wealth Management Division, June 2000 – Feb. 2001

- Heightened sales productivity by providing on demand training in Microsoft Office and contact management tools.
- Created a consolidated weekly sales activity report to update all levels of management.
- Improved the sales operation by analyzing daily activities and identifying areas for improvement. Improved processes relating to the following: sending marketing materials to prospective clients, generating investment strategy proposals, maintaining the integrity of client profile data, and accessing online product information.
- Consulted with the sales management team to develop a new-hire training program designed to teach the Firm's history, culture, products and services.
- Consulted with web and product managers on the progress of cross-functional projects to update the Operating Committee.
- Created project plans, managed resources and identified critical issues for the online Help Center, online Education Center and Wealth Management Advertising Teaser Campaign.

Project Manager – Investment Banking Division. Consultant – Staffmark, Feb. 1998 – June 2000

**** Received a Special Recognition award for exemplary performance. ****

- Managed and executed the upgrade from MS Exchange to Outlook 98 for 400+ users in the London office.
- Liaised between IT and Banker Support groups to create a global Y2K facsimile contingency plan. Trained staff on the Y2K protocol and managed staff during the Y2K transition weekend.
- Created a communication strategy for the logistical relocation of 680+ personnel. Designed instructional communications in the following mediums: posters, flyers, e-mail, Services Information guide and presented Town Hall meetings.
- Worked with the global Business Continuity team to develop disaster recovery procedures for Support Services. Executed practice drills to test contingency plans. Designed the Business Continuity Logo, procedure documentation template and Quick Reference Wallet Guide.
- Wrote and produced a ten minute video to increase awareness of the Firm's Business Continuity protocol.

Knowledge Impact

New York, NY

May 1996 – Feb. 1998

Regional Team Leader / Software Instructor

- Instructed software classes as well as managed a team of ten software instructors. Interviewed candidates, facilitated new hire orientations, conducted performance evaluations and reported weekly performance status to the corporate office.
- Developed the team's technical teaching expertise through class observations and goal setting.
- Increased customer satisfaction by assessing client needs and working closely with the sales management team in order to optimize training style and curriculum.

Kinko's, Inc.

Boston, MA

Nov. 1994 – May 1996

Business Printing Manager

- Provided prepress consultation to a diversified clientele meeting tight deadlines and limited financial budgets. Prepared digital brochures, stationary, posters and newsletters for process color separation.
- Identified new departmental processes and negotiated competitive pricing with vendors, which increased productivity and margin by 25%.

Plymouth Rock Assurance Corp.

Boston, MA

Oct. 1993 – May 1996

Graphic Designer

- Developed and designed solutions for the company's creative needs, which included insurance policy forms, flyers, forms, newsletters, presentations, brochures and the company 10-year anniversary pin.
- Created cartoon illustrations and animations used in a proprietary software program built for insurance agents.

EDUCATION:

Kennesaw State University

Kennesaw, GA

April 2009

Completed Certificate in Web Page Design Program; Fireworks MX 2004 Online; Flash Introduction Online

Keene State College

Keene, NH

Sept. 1993

Bachelor of Science - Graphic Design / Communication Studies