

Laura B. Francis

P.O. Box 1171, Bastrop, Texas 78602
(512) 704-7574, redheart1tx@gmail.com

Experience

Over 20 years of administrative assistance and customer service
Over 20 years of digital design and desktop publishing
10 years of public library customer service
5 years data entry and word processing
Over 3 years Quickbooks payroll, accounts receivable and accounts payable services
2 years library reference desk and Internet research customer service
2.5 years e-commerce customer service representative by chat, email and phone
1 year Good Manufacturing Practice/Standard Operating Procedure auditing

Contributions

Developed unique digital promotional materials for the Bastrop Public Library building expansion project and City events
Redesigned the City of Bastrop, Bastrop Police Department and Bastrop Public Library websites and maintained them for 8 years
Assisted with maintenance of Bastrop Public Library network servers, public and staff computer workstations
Established Library Laura Digital Document and Design desktop publishing home business in 2010
Redesigned atjs.org for the Austin Traditional Jazz Society and austinbanjoclub.org for the Austin Banjo Club
Created Food and Supplement Recall Process flow chart for Quantum Fulfillment dietary supplement manufacturer
Maintained client payroll and payroll tax services for Go Figure Accounting; processed W2-W3 and 1099-1096 NEC Returns

Skills

- ◆ Word processing and correspondence
 - ◆ Proofreading, editing and data entry
 - ◆ Digital desktop publishing and web design
 - ◆ Custom photo editing and document scanning
 - ◆ Keyboarding 60 wpm, ten key by touch
 - ◆ Receptionist for multi-line phone
 - ◆ Quickbooks Customer Invoicing & credit card payments
 - ◆ Purchase order processing, vendor relations
 - ◆ Quickbooks Payroll, Accounts Payable & Receivable
 - ◆ Library reference and Internet research
 - ◆ MS Office Suite Pro., Windows 10
 - ◆ Apache Open Office Suite
 - ◆ Adobe Dreamweaver, Photoshop, Acrobat Pro
 - ◆ Shopify and 3D Cart E-commerce order processing
 - ◆ Basecamp, Slack, 24 IM, Skype
 - ◆ Ring Central, LiveChat
 - ◆ Teamviewer, GotoMeeting, Zoom
 - ◆ GotoMyPC, Splashtop, Intuit Link secure portal
 - ◆ Athena and Apollo Library Software
 - ◆ Social Media Moderation
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Education

Webmaster of Design and Media Continuing Education Certificate

Austin Community College, December 2001. Accredited by the World Organization of Webmasters.

Associate of Liberal Arts Degree

McLennan Community College, Waco, Texas 1984. Member Phi Theta Kappa and Psi Beta.

University of Texas at Austin, Fall 1984. 12 credit hours in philosophy and psychology applied to Associate Degree.

Salutatorian, Class of 1982

University High School, Waco, Texas, Member of National Honor Society.

History

Webmaster & Owner / 04-01-2010 to present

Library Laura Digital Documents and Design, librarylaura.com, P.O. Box 1171, Bastrop, Texas 78602 512-704-7574

Payroll Clerk & Receptionist / 12.26.17 to present

Go Figure! Accounting, 445 FM 20, Bastrop, Texas 78602, 512-321-4400

E-Commerce Customer Service Representative / 6-22-15 to 12-22-17

Quantum Fulfillment, healthrangerstore.com, 704 Hwy. 71 West, D200, Bastrop, Texas 78602 307-222-0422

Webmaster & Library Customer Service Representative / 12-2-98 to the 7-24-09

City of Bastrop, Bastrop Public Library, 1100 Church Street, P.O. Box 670 Bastrop, Texas 78602 512-321-5441

PC Help Desk Customer Service Representative / 12-19-96 to 4-30-1997

GTE Customer Network, 919 Congress Ave., 5th floor, Austin, Tx. 78701, (512) 434-3049

Licensing Technician I / 8-1-95 to 10-25-96

Texas Lottery Commission, P.O. Box 16660, Austin, Tx. 78761, (512) 323-3700