

Gayle Anne Nicholson
35752 Farragut
Westland, MI 48186
(734) 560-3381
gayle@donnicholson.net

EXPERIENCE SUMMARY

Web Design – Design, create, and author web sites using HTML, CSS, PaintShopPro, Animation Shop 3, and other programs. Design and maintenance of several web sites. Links to samples viewable on personal site: www.b5raven.com

Promotions Coordinator, involved in event planning & promotion for multiple car cruises & car shows. Responsibilities include web site management, media relations, social media, and organization, preparation, and attendance at events. Developed automated PowerPoint presentation to aid in event promotion.

Customer Service Manager and **ISO Process Champion** for Printing and Marketing Services company.

Proficient in Microsoft Office applications Excel, Outlook, Word, Powerpoint.

Training of new employees within the department on internal process and computer system. Official trainer for Enterprise Print Management System software implementation. Experience in AS-400.

Management of Accounts Receivable.

Project management of multiple print jobs from inception through completion and billing. Daily tasks include computer job entry, tracking through production, purchasing of materials and services, overseeing shipping, and invoicing.

ISO Process Champion for ISO 9001 processes, internal and external audits, employee training documentation, and quality process development.

Facilitator for FSC Chain-of-Custody program, Reporting for Detroit Water & Sewerage waste permit, and quarterly sales reporting for Ford Motor Co.

Customer Service Manager for Science Education Materials Supplier. Responsible for customer care and support, supervision and training of student workers, daily invoicing, cash deposits, order processing, and accounts receivable management and collections. Experienced with UPS and USPS shipping quotes and requirements, domestic and international. Helped write and develop customer service training manual. Proficient with AccPac 5.1A inventory and accounting software.

Chemical Hygiene Officer and **Specialist** for research facility. Responsible for quarterly safety audits, chemical and waste inventories, operation of micro-balance for aerosol research program. Created public relations documents, conducted web research into local oil and gas fields, chemical incompatibilities, grant proposal research, and other research projects as needed, including updating chemical inventory and tracking system from Excel into an Access database.

College Instructor for Introductory Geology, Earth Science, and Astronomy, all with laboratory. Designed curriculum, courseware, and instructional materials for presentation to various audience levels using multiple delivery methods. Recipient Outstanding Achievement Award, NMSU-C Faculty Association, 1992; Outstanding College Instructor, 1999.

EMPLOYMENT HISTORY

Don Nicholson Enterprises, LLC, July 2008 to present. Promotions Coordinator and Web Designer.

EPI Marketing Services, Livonia, MI, June 2004 to July 2015. Customer Service Manager and ISO Process Champion.

Arbor Scientific, Ann Arbor, MI, February 2002 to April 2004. Customer Service Manager.

Carlsbad Environmental Monitoring & Research Center, NMSU, Carlsbad, NM, Fall 2000 to Fall 2001

New Mexico State University at Carlsbad, Carlsbad, New Mexico, 1983 to 2001. Courses taught: Survey of Geology, Dynamic Earth, Introduction to Astronomy, Introduction to Science, Math, Engineering, & Technology.

TRAINING AND DEVELOPMENT

Astronomy Teachers Workshop, University of Colorado, Boulder, CO, Summer, 1994.

Selected for National Science Foundation workshop for Astronomy teachers. Two-week program included techniques for teaching college astronomy, with emphasis on the laboratory experience, practice and information on the use of telescopes, planetariums, and computers in astronomy classes, and new information on astronomical subjects.

Great Ideas for Teaching Geology, West Publishing, 1992.

Fifteen ideas for lecture demonstrations and presentations published in resource book for geology teachers.

FORMAL EDUCATION

Bachelor of Science degree, April 1977, Western Michigan University, Kalamazoo, Michigan.

Major in Earth Science. Minor in Environmental Studies. Graduated Cum Laude. Earned Secondary Education Certificate.

New Mexico State University at Carlsbad, Carlsbad, New Mexico, 1980-2001.

Additional studies included Computer Science, Physics, Chemistry, Music, and General Business.