

Gayle Anne Nicholson
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EXPERIENCE SUMMARY

Customer Service Representative and Quality Facilitator for Printing and Marketing Services company.

- Responsible for overseeing 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.
- Part of implementation team for pilot website to facilitate fulfillment of client orders, scheduled to expand in 2012.
- Responsible for training new employees within the department on internal process and computer system. Official trainer for Enterprise Print Management System software implementation.
- ISO Process Champion for ISO 9001 processes, internal and external audits, employee training documentation, and process development.
- Facilitator for FSC Chain-of-Custody program, mandatory reporting for Detroit Water & Sewerage waste permit, and quarterly sales reporting for Ford Motor Co.

Web Design – design, create, and author web sites using HTML, XHTML, javascript, PaintShopPro, Animation Shop 3, Photofinish4, Adobe Photoshop, Dreamweaver2, FrontPage Express. Design and maintenance of several web sites, including the following:

Don Nicholson Enterprises, LLC: <http://www.donnicholson.net/>
Cruisin' Michigan: <http://www.cruisinmichigan.com>
Churchill High School Alumni Site: <http://www.churchillalumni.com>
Mr. Franz Hairdressers: <http://www.mrf Franz.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, as well as attendance at events. Developed automated PowerPoint presentation to aid in event promotion.

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.

Planetarium Director for local school system – organized and promoted astronomy programs for school and adult groups, promoted the facility within Carlsbad, lead campaign to keep it operational.

Workshop Coordinator - Coordinated Severe Weather Workshop with KBIM-TV Roswell and National Weather Service

Booster Club Organizer and Worker - Organized, promoted, and worked fundraising activities for school choir and drama clubs, serving at various times as president, secretary, and treasure. Responsible for organizing volunteers and resources, tracking finances, ad and ticket sales, design and creation of concert programs, and record-keeping.

Music Director - Directed and supervised music program for St. Edward School students. Responsible for planning, organizing, and directing two musical programs each year, teaching vocal music and performance to individual classes weekly. Created and directed extra-curricular children's choir as school promotional tool.

General office work for insurance agency. Dealt in both commercial and personal insurance lines.

EMPLOYMENT HISTORY

EPI Marketing Services, Livonia, MI, June 2004 to present. Customer Service Representative and Quality Facilitator.

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

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: Geology 111G Survey of Geology (with lab)
Geology 212 The Dynamic Earth (with lab)
Astronomy 111G Introduction to Astronomy (with lab)
SMET 101 Introduction to Science, Math, Engineering, & Technology

Carlsbad Insurance & Real Estate, Inc., Carlsbad, NM, 1980-1983.

Las Vegas Day School, Las Vegas, Nevada, 1978-1979. Taught 5th, 6th, 7th, and 8th grade Science. Responsible for entire upper-grade science program, including Biology, Earth Science, and Physical Science.

Wayne Evening Youth Program, Wayne-Westland Community Schools, Wayne, Michigan, 1977-1978. Created and taught Earth Science class for alternative high school. Also taught Biology I and Biology II.

Livonia Public Schools, Livonia, Michigan, 1977-1978.

Permanent substitute teacher in 8th grade Physical Science, September through January. Also worked as substitute teacher on a daily, on-call basis.

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.

Project Astro New Mexico, Fall 1998.

Participant in program to join professional & amateur astronomers with local public school teachers

Carlsbad Senior High School Planetarium, 1996 to 2000.

Presented planetarium programs for NMSU-C Astronomy classes, various elementary school classes, Carlsbad Boys & Girls Club, and high school science club.

Special School Science Programs, Carlsbad, NM, 1994 to 1999.

Developed and presented programs on astronomy, telescopes, rocks and minerals, earthquakes, earth's interior, plate tectonics, and other earth science topics to various local public & private schools and science clubs.

Science Camp, NMSU-C Community Interest Program, Carlsbad, New Mexico, Summer, 1992.

Created and taught activities on earthquakes, plate tectonics, rocks, and minerals for summer program for school-aged kids.

St. Edward School, 1988 to 1994.

Responsible for music program for grades K-5, including teaching theory and performance. Directed, planned, and organized two productions each year. Created, organized, and directed extra-curricular children's show choir as a public promotional tool for the school. Volunteer position.

Severe Weather Workshop, NMSU-C, September, 1988.

Coordinated Severe Weather Workshop, a public spotters' training workshop for identifying and reacting to severe weather conditions, with KBIM-TV Roswell and National Weather Service.

Carlsbad Community Theater, 1980 to 2001.

Active participant in theater productions, both onstage and backstage. Stage manager for summer fund-raiser musical for 3 productions. Board of Directors Service award, May 2001.

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.

Churchill High School, Livonia, Michigan, 1970-1973.