

**Sandra Coulter** - *Stoner*

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**Objective** Obtain a challenging part-time position as Bartender utilizing my customer service and communication skills as well as previous bartending experience.

**Strengths** Over Eighteen years of progressive experience in state government from clerical to computer support. Extensive knowledge and understanding with the California Highway Patrol, including structure, management, and internal relations, including technical knowledge and trouble shooting network, computer and computer program related problems. Bartending experience working for Maloof Sports and Entertainment prior to Levy Corporation, and with the Ovations Food Services Team. I am motivated, personable, with a highly concentrated learning curve and feel it is important to incorporate pride, dedication and professionalism into my work.

### **California Highway Patrol (CHP) – Academy**

**11/07 – Retired 8/2011**

#### **Assistant Information Systems Analyst/Academy Services Program**

- Academy LAN coordinator and liaison to Information Management Division (IMD) staff for LAN/Wide Area Network (WAN), Microcomputer equipment, software, and information services issues.
- Provide analytical and technical support to Academy staff relative to software/hardware planning, acquisition, installation, setup, maintenance, and troubleshooting.
- Manage the Academy's computer training lab to include the computer lab schedule for use by Academy, Headquarters, and field personnel. Analyze and assess computer lab hardware performance to ensure Department specifications are met. Regular maintenance of computers and printers to ensure up-to-date, optimum performance.
- Provide Academy staff and associate instructors with first-line technical assistance with computers and/or laptops assigned to the Academy classrooms, when needed.
- Manage computers assigned to the Governor's Alternate Worksite (GAW) relative to software upgrades and maintenance. Perform routine monthly checks on the GAW login accounts' usernames/passwords.
- Provide first-line technical/troubleshooting assistance with computers assigned to the Academy dorms.
- Assist in the efforts to expand the Academy's computer and network infrastructure by providing consultation and technical expertise. Provide regular maintenance and technical assistance to equipment that is ultimately added to the Academy's infrastructure.
- Prepare correspondence and reports associated with Academy computer equipment for Commander's signature.

**8/04 – 11/07 OSS II – Office Manager CHP Academy/Academy Services Program**

- Plan, direct, assign, and coordinate the work and focus staff efforts on the areas of heavy workloads.
- Interview and hire clerical personnel utilizing the hiring process per HPM 10.3, Personnel Transactions Manual, chapter two and following the non-uniformed background check per HPM 10.1, Applicant Investigation Manual, chapter 8.
- Train new personnel, evaluate staff performance, and take appropriate corrective action as necessary.
- Identify workflow problems; evaluate processes for effectiveness and efficiency.
- Maintain an effective training program and continually be alert for improved methods and means of job enrichment for the Clerical Unit employees.
- Project review and follow-up.
- Special assignment - Work with another CHP staff member preparing questions for promotional CHP Office Services Supervisor II (OSS II) Exam, and serve as a State Service Representative representing the CHP for the OSS II Qualifications Appraisal Panel Oral Board.

### **Department of Consumer Affairs (DCA) Contractors State Licensing Board**

**11/01 – 7/04 OSS II – Cashier Unit and File Unit**

- Supervised the activities of the Cashiering Unit, and the Centralized File Unit.
- Planned, directed, assigned, and coordinated the work and focused staff efforts on the areas of heavy workloads.

- Trained new personnel, evaluated staff performance, and took appropriate corrective action as necessary.
- Identified workflow problems; evaluated processes for effectiveness and efficiency.
- Attended and directed a variety of meetings with staff and other supervisors and managers.
- Backed up the OSS III - Supervised workflow for Mail Room and Warehouse.
- Knowledge of the Image Workflow Automation System (IWAS) procedures, prepping, scanning and indexing.
- IWAS Task Force committee.

#### **California Department of Education/Nutrition Services**

##### **11/00 – 11/01 OSS II – Commodities Warehouse**

- Supervised the activities of the office staff, re-assigned duties as workload changed. Interviewed and selected support staff.
- Consulted with and advised the Manager concerning interpretation or changes in policies and regulations. Researched and analyzed statistical data for Manager. Prepared forms, charts and mathematical graphs for projects as needed. Summarized accumulated data into written reports.
- Maintained a positive working relationship with representatives of State, Federal, commercial and local agencies dealing with food commodities.
- Reviewed and analyzed various computer generated tables to develop USDQA commodity evaluation reports for submission to determine subsequent food offerings. Attended evaluation meetings and monitored USDA commodity inventory to ensure commodities were available.
- Special assignment - Worked with two panel members to prepare questions for promotional Department of Education Senior Account Clerk Exam and sat on review panel to rate candidates.

#### **DCA/Contractors State Licensing Board**

##### **07/99 – 11/00 OSS II Cashier Unit and File Unit**

- Supervised the activities of the Cashiering Unit, and the Centralized File Unit.
- Planned, directed, assigned, and coordinated the work and focused staff efforts on the areas of heavy workloads.
- Trained new personnel, evaluated staff performance, and took appropriate corrective action as necessary.
- Identified workflow problems; evaluated processes for effectiveness and efficiency.
- Attended and directed a variety of meetings with staff and other supervisors and managers.
- Backed up the OSS III - Supervised workflow for Mail Room and Warehouse.
- Knowledge of the Image Workflow Automation System procedures, prepping, scanning and indexing.

#### **DCA/California Board of Accountancy**

##### **01/98 – 07/99 Office Technician (Typing) – Licensing Unit – Report Quality Monitoring Committee (RQMC) Technician**

- Conducted monthly random sampling selection for the Rule 89.1 Program. Typed, copied, and mailed evaluation letters and monitored submissions.
- Reviewed and updated the program procedures.
- Evaluated licensees' status; maintained statistical information in the Access Database.
- Organized, coordinated and attended the RQMC File Evaluation meetings on a monthly basis, as well as the RQMC General Business meetings three times yearly.

##### **09/97 – 12/97 Office Assistant (Typing) – Administration Unit Mail Room**

- Processed incoming and outgoing mail, as well as express shipping and interagency mail.
- Established computer coding for maintaining accounting records for designated units.
- Acted as Training Coordinator - prepared and processed training requests including course registration, budget coding, and necessary documentation to submit training invoices for payment.
- Established tracking system for maintenance of staff training records.

**Department of General Services/Fleet Administration****04/97 – 09/97 Office Assistant (Typing) – Limited Term Vehicle Auction Coordinator**

- Maintained database for state-owned vehicles from various agencies delivered to, and sold at the Fleet Auction.
- Prepared sales reports and contacted selling agencies to obtain titling documents for vehicles being sold at the Fleet Auction.
- Prepared lists of vehicles to be sold. Notified other state agencies and submitted written advertisements to local newspapers of upcoming vehicle auction.
- Organized and coordinated staffing duties for monthly Fleet Auction.
- Closed out and balanced auction sales and receipts. Provided balanced report of sales, auction recap and banking deposit report the Accounting Division, Administration Chief, and Assistant Chief. Met monthly deadlines, maintained a vehicle auction inventory that included 160 to 225 vehicles.

**DCA/California Board of Accountancy****03/96 – 04/97 Office Assistant (Typing) – Exam Unit**

- Established and maintained candidate files, responded to candidates' questions.
- Processed exam applications and assisted at exam sites during the administration of the Certified Public Accountant (CPA) exam.
- Reviewed, approved, and processed candidate requests for missed exam refunds or deferrals.

**07/95 – 03/96 Office Assistant (Typing) – Administrative Division – Receptionist**

- Directed telephone calls to appropriate staff members. Researched, prepared, and produced desk manual.
- Responded to telephone requests regarding CPA licensee status.
- Key entry new licensees, address changes, and returned renewal data in the Teal Data Information system.
- Back-up to the mailroom.

**Additional work experience includes:**

**10/05 to Current** – Part-time Bartender with Levy Corporation (previously Maloof Sports and Entertainment), utilizing my bartending and customer service skills while working directly for the Catering Department for in-seat service, private parties or special functions, as well as the Food and Beverage Department during special events, and concert performances at Sleep Train Arena.

**04/10 to Current** – Part-time Bartender with Ovations at Raley field, West Sacramento. Utilizing bartending skills and customer service skills working directly for the Bartenders manager, bartending for home baseball stands and Special Events held at Raley Field , as well as the Food and Beverage Department during special events, and concert performances.

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## References - Bartending

Levy – Supervisor: Barbara Parsons  
916-289-1116

Ovations – HR Mgr. Angela Williams  
916-412-6053