



Debra J. Laforest

I.T. Support Assistant

djlaforest@umes.edu

Degree(s)/Certificates

- BS; Exercise Science; University of Maryland Eastern Shore
- AA; Office Software Specialist Technology; Del-Tech
- Advanced Certificate; Accounting
- Microsoft Office Master Certified (2010, 2007, XP)
- Microsoft Office Certified Trainer

Areas of Expertise

- Microsoft Office (Excel, Word, PowerPoint).
- Create training manuals for office software based on customer needs.
- Design/produce smart Excel workbooks.
- Create fillable forms.
- Planning: conference, travel, etc.

Mini-Bio

I have worked for high level executives in the private industry, performing tasks that ranged from daily administrative to party/conference planning. As an Executive Administrative Assistant, I was responsible for sensitive correspondence and extremely confidential documents. In the private industry I supported a team of 25+ sales associates, retrieving their sales data producing easily understandable reports for their use to present to upper management.

My other areas of expertise included creating dynamic PowerPoint presentations. In preparation for business meetings, I would set-up and monitor AV equipment. I also held a position of Help Desk Manager assisting on- and off-site colleagues with their IT problems.

As a Microsoft Office Trainer, I created manuals, and transferred knowledge that the end user could use to assist them in their daily job.

Notary Public for the State of Maryland.