



CINDY XIONG

Ambitious Lifelong Learner
cindyxiong.com

PROFESSIONAL EXPERIENCE

Technology Trainer & Communication Specialist (Information Technology Specialist 2), Century College, White Bear Lake, 2016 – Present

- Plan, develop, and conduct technology hardware and software training for employees and students.
- Use Office 2016 and Adobe applications to create training handouts, presentation materials, and reports.
- Provide technology-related news and updates to Century community through various mediums.
- Active member of several committees and workgroups; Academic Technology, myCentury Oversight, Employee Development, Faculty Development, myCentury Navigation, and Captioning.

Electronic Information and Communications Coordinator (Management Analyst 1), Minnesota Department of Health (MDH), Health Regulation Division, St. Paul, MN, 2015 – 2016

- Used Dreamweaver to maintain web pages for three sections; the Health Occupations Program (HOP), the Mortuary Science Program (Mort Sci), and the Managed Care Systems (MCS).
- Analyzed the quality of website content and layouts, work with credentialing staff members to eliminate unnecessary clutter, and make web pages more user-friendly.
- Received Siteimprove error reports and resolved misspellings and broken links.
- As GovDelivery Administrator, notified subscribers of the latest disciplinary actions and section news.
- Updated existing section documents and forms per MDH's branding guidelines and standards.
- Made Word and PDF documents accessible per MNIT Office of Accessibility standards.
- Created SharePoint section sites and maintained division project sites.
- Assisted section managers with fiscal and budgetary analysis.
- Supported Speech-Language Pathologist and Audiologist Advisory Council; corresponded with council members, ordered and scheduled meeting rooms, prepared meeting materials, and recorded minutes.

EDUCATION

M.S., Technical Communication
Metropolitan State University
Saint Paul, MN

B.A., Liberal Arts
Minor: Political Science
Metropolitan State University
Saint Paul, MN

A.A., Liberal Arts and Sciences
Saint Paul Technical College
Saint Paul, MN

SKILLS

Administrative
Accessibility
Clerical
Bilingual: Hmong
Bookkeeping
Collections
Communication (Oral and Written)
Customer Service
Document Design
Financial Management
Intercultural Communication
Interpersonal Communication
Project Management
Presentation
Research and Planning
Sales
Technical and Computer
Training
Usability
User Experience (UX)
Website Development and Design

Office Administrative Specialist Senior, Minnesota Department of Health (MDH), Health Regulation Division, St. Paul, MN, 2015 – 2015

- Provided high-level administrative support to the HOP, Mort Sci, and MCS sections.
- Assisted Essential Community Providers (ECP) program with annual reports, initial and renewal applications.
- Reviewed, edited, and organized Provider Network Adequacy's (PNA) annual application information, instructions, and forms.
- Supported three HOP advisory councils; Hearing Instrument Dispenser, Occupational Therapy Practitioners, and Speech-Language Pathology and Audiology.
- Placed supply orders through PRISM, PARIT, and SWIFT ePro.
- Troubleshoot software issues for staff members and resolved printer, copier, and fax operating issues.

Office Administrative Specialist Intermediate, 2015 – 2015

- Completed administrative and clerical projects for the HOP, Mort Sci, and MCS sections.
- Supported OTP Advisory Council; prepared meeting materials, recorded meeting minutes and submitted expense reports.
- Opened and distributed incoming mail.
- Entered and processed incoming payments and prepared deposits.
- Prepared, proofread and formatted outgoing letters.
- Ordered supplies, printing materials and duplication requests.
- Coordinate and schedule interviews and team meetings.
- Answered section phone lines and directed incoming calls to the appropriate staff members.

Administrative Assistant, Essential Business Services of Roseville, Inc., St. Paul, MN, 2011 – 2015

- Provided administrative and bookkeeping support to secretarial and accounting clients.
- Edited and reformatted information into letters, forms, spreadsheets, mail merges, labels, fliers, brochures, flowcharts, resumes, and PowerPoint presentations.
- Responsible for supporting secretarial client with planning and organizing annual conference using RegOnline.
- Processed accounts payable and receivables by compiling month-end related reports, preparing deposits and ensuring invoices and payments were mailed out in a timely manner.
- Prepared monthly financial reports by recording deposits, expenses, and payments, and reconciling bank statements.
- Reconciled lawful gaming accounts by entering and verifying played games, deposits, expenses, and ending game inventory.
- Audited played pull-tab games for charitable organizations.
- Experience with supply ordering, postage machine, mass mailings, and multi-line phone system.

SPECIALTIES

Analytical
Detail-oriented
Flexible
Organized multitasker
Problem solver
Team-player

DESKTOP APPLICATIONS

Adobe (Acrobat DC, Dreamweaver, InDesign, Illustrator, and Photoshop)
FileZilla
Greenshot
IDM Find
Integrated Statewide Records System
Microsoft Office 2016 (Access, Excel, PowerPoint, Publisher, Outlook, Visio, and Word)
Oracle
SoftChalk
QuickBooks
Vignette IDM
VLC Media Player

WEB APPLICATIONS

Adobe Connect
Canva
Desire2Learn (D2L)
Dropbox
Google Drive
GovDelivery
Kaltura MediaSpace
Microsoft Office 365 (Forms, OneDrive for Business, OneNote, SharePoint, Skype for Business, Sway)
Oracle RightNow
RegOnline
PARIT
PRISM
Screencast-O-Matic
Skype
Siteimprove
SurveyMonkey
SWIFT ePro
Weebly
WordPress

OPERATING SYSTEMS

Windows 7
Windows 10

Graduate Assistant, Metropolitan State University, Department of Communication, Writing and the Arts, St. Paul, MN, 2012—2015

- Created PowerPoint presentations, fliers, charts, spreadsheets, guides, and online surveys.
- Organized and uploaded course material to Desire2Learn (D2L) courses site for faculty.

WordPress Software Trainer, 2012 – 2015

- Conducted WordPress training sessions for students.
- Created a WordPress manual to assist students with the construction of their websites and online portfolios.
- Monitored D2L discussion board and answered WordPress related questions.

Teaching Assistant, 2011 – 2014

- Collaborated with professors to ensure course schedule, lecture material, assignments, student communication and grading goals were met.

Student Work Study, 2010 – 2012

- Handled front desk duties, greeted visitors, and completed clerical tasks.

Branch Account Executive, One Main Financial F/K/A CitiFinancial Services, Inc., West St. Paul, MN, 2005 – 2009

- Approved, sold, and closed unsecured and secured loans.
- Processed documents related to loans, insurance claims, delinquencies and security collateral.
- Prevented account delinquency and foreclosures through financial assessments, refinancing of loans, credit counseling, and credit education.
- Obtained judgments in conciliation court against delinquent unsecured loan accounts.

Program Director, Family Advocacy Mentoring, Wausau, WI, 2004 – 2005

- Oversaw after-school tutoring programs for at-risk elementary and middle school-aged students.
- Supervised tutors and delegated responsibilities.
- Developed and maintained productive work environment for tutors and students with appropriate behavior and team-work.

Tutor, 2001 – 2004

- Assisted students with homework after school and monitored student behavior.

Bilingual Aide, Wausau School District, Thomas Jefferson Elementary School, Wausau, WI, 2000 – 2004

- Assisted teachers and newcomer students with daily lessons and classroom activities.
- Completed clerical tasks for the English Language Learners Department.

INTERNET BROWSERS

Internet Explorer
Google Chrome
Microsoft Edge
Mozilla Firefox

SOCIAL MEDIA

Facebook
Instagram
LinkedIn
Pinterest
YouTube

TRAINING

Adobe Dreamweaver CC
Science Museum of Minnesota

SharePoint 2013 - Site Owner
Science Museum of Minnesota

VOLUNTEER WORK

Saint Paul City School
Board of Directors
Saint Paul, MN
2013 – 2015

Metropolitan State University
WordPress Software Trainer
2015

NOTABLE QUOTES

“Cindy rapidly assesses available data and makes practical decisions to move projects forward ... Cindy is currently our expert on web presentation, accessibility, forms, SharePoint, and a number of other applications. She excels at creating order.”

Anne Kukowski, Assistant Manager
Minnesota Department of Health
Health Occupations Program