Jeremy Nance, M.Ed.

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SUMMARY OF QUALIFICATIONS

- Over 17 years of administrative and database experience
- Over 5 years of help desk and technical support experience
- Over 6 years Audio and Visual Media experience
- Over 20 years of general office experience

EDUCATION

University of Arkansas, Fayetteville, AR   **In Progress**
- **Master of Education in Educational Technology**
- **Graduate Certificate in K-12 Online Teaching**

Berklee College of Music, Boston, MA   **Graduated 1998**
- **Bachelor of Music (Dual Major):** Music Business Management, Music Production and Engineering

Glendale College   **2011-2013**
- **Relevant Coursework:** Information Systems and Web Development

Los Angeles City College   **2013-2019**
- **Certificate Courses in:** Database Administration, Cinema Production, Cinematography, Cinema Post-Production, Photography

COMPUTER and TECHNICAL SKILLS

- **Database Systems:** NPSP Salesforce, Illuminate CRM (Salesforce/Blackbaud), Impact, Millennium, ACT II, Empire Time, Microsoft Access, CiverPsych, and Oracle 11g
- **General Office:** Microsoft Word, Excel, PowerPoint, Access and FrontPage
- **Multimedia:** Proficient in Adobe Creative Cloud Bridge, Acrobat 9, Dreamweaver, Photoshop, Illustrator, Premiere Pro, After Effects
- **Digital Audio:** Logic Pro X, ProTools 10, Wave Burner, and SoundStage
- **Digital Video:** Adobe Premier CS6, FinalCut Pro 7, DVD Studio Pro, Compressor, Motion

PROFESSIONAL EXPERIENCE

Fisk University, Assistant Director of Advancement Services   **Aug. 22 - Present**
- Providing data processing support, preparing correspondence and reports, providing support for fundraising events, recording and acknowledging gifts from donors
- Assists in the implementation of the fundraising components of the University's advancement plan, including prospect research, the annual fund, planned giving, major gifts and capital projects.
- Compiles reports for advancement team, president's office, board and others.
- Writes, proofreads and produces correspondence for the advancement team
- Assists events, recognition events and other special cultivation activities

Braille Institute of America, *Development Database Specialist*   **Mar.13 – July 22**
- Entering gifts, codes, comments and pertinent information into donor records for all incoming donations, and ensuring that information is entered accurately, timely, and consistently
- Ensuring the timely generation and mailing of acknowledgement letters
- Writing programs, queries, and producing reports
- Training to current and new users, creating user manuals for policies and procedures
- Responsible for mid and end month closing procedures, reconciling with accounting, and producing monthly financial reports for the philanthropy and accounting departments
- Identifies duplicate records and performs merging of records
- Provide general administrative support for Database Manager and management

Children's Hospital Los Angeles, Foundation, *Advancement Services Specialist*   **Dec.05 – Feb.13**
- Collaborated with Project Managers by providing recommendations which resulted in increasing database workflow and efficiency
- Processed automated and non-automated lockbox donations, live checks, and tributes
- Ensured the integrity and timely recording of biographical data, gift pledge information, contact preferences, campaign funds, solicitation codes, guild affiliations, and soft credits
- Retrieved and delivered an analysis of gift processing transactions to donors, development officers, and hospital staff
- Developed reminders for multi-year pledges and confirm receipt of payments
- Advised and assisted current and prospective donors by answering all donor-related questions and providing appropriate referrals
- Reviewed accuracy of transactions and submitted daily reports which were used for monthly, annual, and fiscal year financial reporting

Didi Hirsch Community Mental Health Center, *Database Specialist (Temporary)*   **Dec. 04 - May 05**
- Supported in programming and constructing Didi Hirsch's electronic charting database system
- Created and tested reference items, user forms and automated workflow orders
- Arranged the set-up for roles and rights of user access; Populated data into system defined modules
- Participated as first line help desk support in resolving user's concern about application errors
- Assisted with copying, faxing, drafting forms and any other administrative duties as assigned

Eli Davidson/The Network, *Administrative Assistant and Web designer (Temporary)*   **Jul. 04 - Nov. 04**
- Converted and imported various email and spreadsheet formats into the ACT database system
- Maintained contact information and news letter subscriptions of old and new clients
- Created and updated Eli's website- www.elidavidson.com
- Promoted website using search engine optimization, link sharing, and submitting Eli's articles to related websites; Assisted clients with finding doctors and specialists in California
- Supported with various administrative work such as writing letters, mail merging, data entry, answering phones, emailing, coping, faxing, etc.

Braille Institute, *Braille Library Assistant (Temporary)*   **Jun. 03 - Sept.03**
- Designed brochures and flyers to promote the telephone reader program
- Updated and digitally recorded daily news articles to be accessed by members
- Entered and updated database system with member's demographic information
- Compiled, sorted and mailed out information packets for the telephone reader program
- Followed-up with applicants and informed them of various resources and programs offered by the institute

James G. Elliot Company, *Sale Assistant/Receptionist (Temporary)*   **Feb. 03 - Jun. 03**
- Collaborated with sales account managers in creating PowerPoint presentations to communicate advertising opportunities to prospective clients
- Researched information about potential cliental for review by the sales account managers
- Assembled promotion packets and mailed to prospective clients
- Documented sales prospects into the ACT database system
- Served as the key receptionist

Mount Saint Mary's College, *Computer Information Specialist*   **Oct. 99 – Jan 03**
- Provided computer technical support and assistance to all employees in the Physical Therapy dept.
- Designed and managed admissions database for Physical Therapy department
- Assisted with gathering data for yearly statistical analysis reports
- Aided in organizing graduation ceremonies and graduate students' final presentations
- Setup and maintained Audio/Video equipment