

# Evelyn Maguire

## Selected Skills and Abilities

- Languages: Java, C++, SQL, HTML5, Visual Basic, PHP, Angular
- Certifications: Microsoft Office Specialist in Word, Excel; CompTIA in Security+, Network+
  - *In Progress:* *CompTIA A+ Hardware*
- Systems: Windows 95+, OSX+, Linux, ChromeOS, Ubuntu
- IDEs: BlueJ, Eclipse, NetBeans
- Other: Highly motivated and personable, excellent conflict resolution skills

## Employment Highlights

2017-Present

### E911 Database Coordinator I

CenturyLink, Monroe, LA

- Maintaining CenturyLink's E911 and FCC address databases
- Building and updating address records to maintain accurate latitude and longitude information
- Working directly with Public Safety Answering Points and outside telephone companies
- Ensuring all data and networks are compliant with FCC regulations
- Training regularly on federal laws and regulations pertaining to E911 networks and outages
- Updating and documenting training processes and procedures to create a standardized departmental handbook

2015-2017

### Offline Support - Tech Calls Go To

CenturyLink, Monroe, LA

- Knowledgeable of CenturyLink products and services, including phone, internet, and PrismTV
- Worked and trained others on functions relating to billing, cancellations, and complex orders
- Assigned Static IP addresses for residential and business customers
- Advanced knowledge of CenturyLink systems and tools, including Ensemble, Billing Estimator, Martens, and Static IP Assignment Tool
- Assisted supervisors and leads on documenting order trends
- SPIFF Award Winner May and June 2016, March and May 2017
- Team Player Award June and October 2016
- 2016 Top Performer in Offline Support

2013-2015

### Student Research Assistant

Office of Institutional Analysis, University of Wyoming, Laramie, WY

- Prepared reports for use by inter- and intra-university departments and organizations
- Designed dashboards to effectively communicate university statistics to the Wyoming State Legislature and University of Wyoming Board of Trustees
- Built and managed databases in Access
- Worked extensively with various data analysis and visualization tools, including Tableau and SAS
- Automated data entry and analysis using Excel and Visual Basic
- Maintained and digitized historical academic and budget archives
- Wrote inter-departmental tutorials on Excel 2013 functionality, including on the use of PowerPivot

2012-2014

**Field Organizer, Canvassing Specialist, Director of Interns and Volunteers**

ELLA, WY LLC, Laramie, WY

- Organized and ran local political campaigns, including a 2014 DLCC Race to Watch candidate
- Received DLCC field organizer and leadership training
- Entered data as well as and tested and maintained data entry systems
- Trained and supervised individuals on phones and in the field
- Conducted demographics research by phone and through canvassing
- Built and maintained candidate websites using a working knowledge of HTML and CSS
- Utilized social media to engage with constituents, including by Facebook, Twitter, and Salsa
- Managed and manipulated Geographic Information Systems using various programs and data sets, including VoteBuilder, PDI, Catalyst, and Organizer
- Planned and managed events and fundraisers

2010-2012

**Group Fitness Instructor, Recreation Program Office Assistant**

University of Colorado at Boulder, Boulder, CO

- Planned and taught various aerobics classes focusing on increasing cardiovascular strength and endurance
- Substitute taught the most classes for three consecutive semesters
- Entered and tracked class enrollment data for the university
- Worked with campus organizations to plan outreach programs
- Helped to organize and run the University of Colorado Relay for Life in 2010 and 2011
- Completed university sponsored leadership and sexual harassment training

**Education**

2017- 2019

**Northwestern State University**

*Bachelor of Science in Computer Information Science, Network & Systems Management*

- Completed courses in computer networking and hardware engineering
- Studied business topics including Organizational Management, Business Law, and Business Communications
- Excelled in courses in HTML, Security, Data Analytics and SQL
- Completed certifications through Microsoft Office and CompTIA
- Created lecture tutorials for CIS 4070 – Data Analytics on the use of Tableau
- Completed a semester long research project using EPA Environmental Justice data to find a statistical link between respiratory ailments and cancer using machine learning
- Dean's List, Summer and Fall 2017, Fall 2018

2012-2015

**University of Wyoming**

*Completed 40 credits towards a bachelor's degree in Chemical and Petroleum Engineering*

- President of University of Wyoming Collegiate Democrats, 2012-2013
- Performed extensive volunteer work with local organizations, including Albany County Safe Project, Laramie Food Bank, Laramie Soup Kitchen, and House of Joy
- Completed undergraduate research in the Office of Institutional Analysis

2009-2011

**University of Colorado, Boulder**

*Completed 50 credits towards a bachelor's degree in Chemical and Biological Engineering*

- Completed leadership and sexual harassment training
- Completed basic courses in Russian language
- Excelled in courses in Excel, Java, Mathematica and MATLAB