

O'Dellshae T. W. Bey

Writing | Editing | Publishing | Multimedia | Communications | Leadership | Administration

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Profile

Experienced writer, editor and publisher with highly diverse writing capabilities; seeking a long-term career in a challenging environment -- one which demands leadership, continuous learning and provides the foundation for further developing current portfolio.

Education

B.S. in English Literature – Frostburg State University Frostburg, MD *Aug. 2007 to Dec. 2012*

- Grammar & Composition: 30 + credit hours
- Technical, Content, Journalistic & Creative Writing: 24 credit hours
- Research: 20 + credits
- Math & Science: 15 credit hours
- Web Development, Graphic Design & Project Management: 20 credits

Society of Collegiate Journal (SCJ) – FSU Frostburg, MD *Sept. 2012 to Dec. 2012*

- Managed organization's WordPress content
- Designed programs, brochures, fliers and posters

Project Mentor (Shakespeare Festival) – FSU Internship Frostburg, MD *Jan. 2010 to May 2010*

- Assisted local high school students with literary and historical research
- Staged, choreographed scene and wrote staged directions from *Romeo & Juliet*

Computer Information Systems – Danville Community College: Blairs, VA *Aug. 2005 to Jun. 2006*

- *4.0 GPA*
- *Preparation for A+ exam*
- Built computer systems and replace hardware
- Worked with Binary codes
- Located and destroyed system viruses, Trojans and worms

Work Experience

Administrative Specialist (HR, Finance, Marketing)

Goodwill Industries of South Central Virginia Danville, VA *Aug. 2014 to Current*

- Design and produce marketing graphics, fliers and event programs using Photoshop and Publisher
- Write and edit correspondences, emails, content for social media and in-store advertisements
- Assist marketing coordinator with formatting and publication of monthly newsletter
- Manage production of employee manuals, policies and orientation documents
- Process data and journals, and run reports with SAGE Accounting Software, Excel and Access

*5 additional occupations exist from 2006 - 2010. References and full portfolio available upon request.
Relocating to the Greater Baltimore area mid-June. Thank You for your careful consideration of my credentials.*

- File Virginia sales tax and Medicaid billing, and run Virginia New Hire Reports
- Created and maintained Administrative Specialist instruction set for daily, monthly, quarterly and annual administrative tasks
- Perform all aspects of recruitment in conjunction with HR Manager, including reference checks and background checks and new hire orientations
- Contact local and corporate vendors, and perform general office task

President/CEO -- E. English Publishing

Online *Mar 2012 to Present*

- Govern and direct all subsidiaries and affiliate sites, programs, projects and organizations
- Communicate with authors, designers and partners by phone and email
- Establish and maintain websites' and blog content
- Develop social media accounts and marketing strategies for each
- Prepare online and print E-books and Journals for publication
- Create and oversee production original graphic designs, website layouts and branding materials
- Manage Search Engine Optimization (SEO) and establish online presence
- Construct business, marketing and developmental plans
- Author and edit business policies, contracts and manuals
- Construct business, marketing and developmental plans
- Manage publishing schedules for blogs, articles and websites

Customer Advocate – Baltimore Gas & Electric

Baltimore, MD *Apr. 2014 to Aug. 2014*

- Answered a high volume of incoming calls pertaining to general billing and collections
- Negotiated and issued payment arrangements, process extensions and manual service reconnects
- Documented customer accounts with pertinent call information using Oracle software
- Provided exceptional residential and commercial customer service

Sales Associate – Bath and Body Works

Annapolis, MD *Sept. 2013 to Apr. 2014*

- Operated POS system and cash register and provided segment updates and trained new associates
- Provided customer service, engaged customers, and performed demos
- Processed weekly returned/damaged inventory in POS tracking system
- Performed daily end-of-day tasks with supervision of management
- Stocked store and change floor sets

Financial Aid CSR – CMD Outsourcing Solution

Baltimore, MD *Dec. 2013 to Feb. 2014*

- Advised students of FAFSA information, account balances, budgets and transactions
- Wrote referrals for financial aid changes, hold releases and loan increases
- Documented students account and notes in Oracle-based software

Administrative Assistant – Camp Motorsport

Clover, VA *Apr. 2013 to Aug. 2013*

- Set up and performed troubleshooting of computer and technology issues
- Managed and processed office documents using Microsoft office and SquirrelMail
- Contact local vendors, and preformed general office task: operated fax and multiple phones
- Set appointments and interviews, created charts, graphs and schedules using Excel
- Drove and operated varies facility vehicles including trams, vans, and sports/recreational vehicles

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Internal Service Representative – ACS Xerox Frostburg, MD *Oct. 2012 to Mar. 2013*

- Answered a high volume of incoming calls to enroll clients in Medicare Part D prescription plans
- Notified customers of changes to the company's prescription drug formulary
- Documented all transactions in writings in various systems and programs, including DOS operating system and PeopleSoft

Secretary – UVUGD Gospel Choir Frostburg, MD *Dec. 2010 to Dec. 2012*

- Wrote and edited the current UVUGD Constitution and Bylaws (2012 edition)
- Managed organization's Facebook page, group and website content
- Designed programs, brochures, flyers and posters
- Maintained minutes and notes from meetings

Youth Development Specialist – Camp Motorsport Alton, VA *Jun. 2012 to Aug. 2012*

- Worked with children 9-17 years of age
- Created and prepared daily lesson plans for STEM courses
- Mentored and worked with children one-on-one and in groups to solve behavior issues
- Prepared and taught team-building activities, lifeguard at pool and lake, provided transportation to and from, and around campus

Youth Development Specialist – Camp Motorsport Alton, VA *Jun. 2011 to Aug. 2011***Assistant Director – Need-A-Break** Ringgold, VA *May 2008 to Aug. 2012*

- Managed company's Facebook page and website content
- Managed manuals, facility documentation and client's documentation using Excel
- Wrote and maintained clients' daily logs, and performed general office duties
- Prepared advertising and business cards, and maintained and edited website content

Office assistant – Creative Writing Center & English Dept. Frostburg, MD *Sept. 2010 to Dec. 2011*

- Created and delivered weekly *Poetry on the Menu* fliers for local restaurants
- Wrote and edited press released for center's events and community events
- Organized, documented and filed manuscripts
- Updated and documented professor's curriculum using Microsoft Word, PowerPoint and Prezi
- Instructed Freshman Composition classes following curriculum prepared by professor
- Maintained command of classes, and completed all assignments in timely manner
- Performed varied clerical duties such as filing, copying, running errands, answering the telephone and assisting students

Skills and Qualifications

- Strong verbal and written communication skills—typing 60 wpm
- Thorough understanding of tone/voice/audience specific writing
- Knowledge and experience copy writing and copy editing
- Working knowledge of Content Management Systems and databases including WordPress and Joomla, Oracle and Access

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- Experience working with knowledge base/system—identifying errors, gaps, broken links and missing information
- Expanding knowledge of SEO, Web Development, Metadata, network and email marketing (SquirrelMail, Outlook, Roundcube, Horde, WP Mail, etc)
- Understanding of document formatting and citation methods—MLA, APA, Chicago
- Proven ability to work with Adobe Creative Suite (varies editions), Connect and Acrobat X Pro
- Fluency in PeopleSoft, FACETS and SAGE Accounting
- Ability to work with several operating systems, including Windows, Mac OSX and Linux
- Comprehensive knowledge of Microsoft Office—Word, Publisher Excel and Outlook
- Familiar with regulatory agencies and certifications (ie. CARF, HIPPA, OSHA, etc.)
- Self-directed, motivated critical thinker with the ability to manage a multi-disciplinary team

Communications and Writing Experience

- Resumes, cover letters, portfolios, financial plans and guides
- Proposals, business letters, articles, newsletters, reviews, blogs and websites
- CSS and HTML code, instruction briefings, sets and UATs, abstracts, flyers and business cards
- Critical theory essays, research essays, linguistics research essays

Publications & Editorials

- E. English Publishing (Business Website) *est. 2015*
- Nadira's Locs (Blogazine) *est. 2012 formally Journey to Malem – Premio Dardos Award 2015*
- *Good Vibes* Life and Finance Planner *developed & copyrighted 2014*
- “Young Yellowed One” (Poem): *Bittersweet Literary Magazine 2012*
- *A Crack In The Front Porch* (Feature Story: *appindie.org*) 2009

Certification Link

CPR/Lifeguard: https://classes.redcross.org/Saba/rco_certOptions.jsp?certId=GPIUBF

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