
DONITA RUSSELL

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SUMMARY

Detailed-oriented and self-motivated professional with a broad experience in technical operations, implementing strategic business plans, and project management. Passionate about innovative ideas and processes that will result in quality service and customer satisfaction.

SKILLS

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|-----------------------------------|-----------------------------|
| • Web Development | • Strategic Planning |
| • Marketing | • Project Management |
| • Event Management | • Problem-Solving |
| • Customer Service Focused | • Vendor Management |
| • Client Relations | • Documentation |
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PROFESSIONAL EXPERIENCE

Northwestern University, Feinberg School of Medicine, Chicago, IL

Sr. Information Technology Technical Specialist (January 2017 – Present)

- Oversee hardware purchasing compliance for Feinberg School of Medicine.
- Create and manage processes, from identifying and qualifying new vendors to track their performance.
- Manage the hardware sourcing portfolio with an annual purchase volume of approximately \$1 million
- Develop profitable computer hardware purchasing strategies for Feinberg School of Medicine
- Manage relationships with key suppliers and prospective suppliers to maintain quality of goods, timely delivery, and compliance with terms of contracts
- Monitor hardware inventory
- Provide technical assistance and guidance to all Business Services for new faculty.
- Maintain and update content for the Feinberg School of Medicine IT Website

Information Technology Technical Specialist- (September 2012 – January 2017)

- Developed a solid technical foundation within a 3000+-user, mixed-platform environment.
- Manage and develop standard devices for Feinberg School of Medicine.
- Responsible for hardware and software installation, maintenance, and repair.
- Manages and negotiates expenditure on hardware and software.
- Work as part of a collaborative team to achieve project milestones.
- Evaluates, test, advise and supports I.T.-related projects.
- Provide maintenance, graphic design, coding, and development of the IT procurement web pages
- Provided supervisory level support in patient-sensitive areas, following the HIPPA compliant standards.

Information Technology Consultant (March 2009- September 2012)

- Maintained, analyzed, and repaired computer systems and hardware for the Endocrinology department.
- Designed and managed the PCOS website and departmental intranet content management.
- Performed ongoing audit of the website content, determining development, integration, and coordination needs; made recommendations for improvements.
- Recognized as the lead role in projects as appropriate to evaluate existing systems and recommend technology for upgrades and replacement.
- Planned and managed program-wide application build, test, and deploy activities.

American College of Healthcare Executives (ACHE), Chicago, IL

Technical Services Specialist – (March 2003 – March 2009)

- Prepared and posted approved content and media to the consumer website by designing static and dynamic web pages using HTML, ASP, XML, and other emerging web technologies.
- Worked directly with internal and external writers and editors to maintain appropriate quality content, consistent navigation, and graphic identity for the consumer website.
- Managed website content management projects. Works with internet strategies team, hospital staff, and medical leadership to determine consumer needs, develop content pages, plan site layout and navigation, and identify appropriate external internet links.
- Conducted an ongoing website content audit, determining development, integration, and coordination needs; made recommendations for improvements.
- Maintained an organized account of web content activity over several projects
- Provided support for online marketing efforts, including assisting in creating new promotional opportunities, information delivery, and online communications.
- Analyzed, created, and documented content guidelines and standards.
- Performed quality checks web site for content accuracy, application functionality, and web performance

Prairie State University, Matteson, IL (September 2005- November 2005)

Classroom Instructor, Part-time

- Taught Microsoft Office to a diverse group of students.
- Implemented creative curriculum utilizing outcome-based education and alternative assessments.
- Wrote and taught dynamic lesson plans for each class.
- Organized cooperative learning activities based on real-life experiences.

EDUCATION

MS – Master of Science in Communication
Northwestern University, Evanston, IL

Expected graduation date: August 2022

BS – Bachelor of Business Administration with a concentration in Computer Networking,
Robert Morris College, Chicago, IL

September 1999

AAS- Business Administration,
Robert Morris College, Chicago, IL

November 1990

REFERENCES

Furnished upon request