

## CONTACT INFO

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**P** 504-723-4304

## OBJECTIVE

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Seeking a position to utilize web design skills, develop new web design skills and to learn how to apply them within the public or private sector

## WORK EXPERIENCE

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Dates Employed	Job Title	Company
6/2005 - Present	<b>Flash blogger</b>  required to keep track of latest developments in Macromedia Flash-based design and development write 100-500 word posts on a regular basis about Flash-based design and development interact with site owners about content, promotions and features <a href="http://www.flashinsider.com">http://www.flashinsider.com</a>	Weblogs, Inc  online presence only/online presence only
10/2002 - 8/2005	<b>Website Designer/developer - BMC Remedy AR System 5.x Web Administrator</b> worked for government contractor as BMC Remedy AR System 5.x administrator for the USDA National Finance Center(NFC) in New Orleans, LA Edited and developed Internal Website for use my internal technical help desk assisted in development of new contact methods for USDA NFC Technical Help Desk, including distribution via the web of PDF-based Fax contact form and email-based help desk submission assisted in creation of development map for future online presence of USDA NFC Technical Help Desk assisted development of successful disaster recovery plan for technical help desk assisted with installation of web-based mid tier for BMC Remedy AR System 5.x to 6.3 that facilitated web presence for USDA NFC online technical help desk Continued development of Customer Survey ASP page for World Wide Web and use by over 50,000 clients worldwide Helped to design and develop web presence for customer support division Gained experience with Macromedia Flash MX 2004, Dreamweaver MX 2004, Fireworks MX 2004, ASP, JSP and Access Database development Interacted with top level personnel to help develop and promote the new web presence web development required compliance with federal section 508 accessibility guidelines Trained in use of AR System Remedy Web development trained as Administrator for BMC Remedy AR System 5.x website administrator for AR System 5.x Remedy Web based customer service tool created online technical help desk to allow help desk customers to submit new requests to the BMC Remedy AR System server via an web-based form online technical help desk was created for use by up to 1.5 million users online technical help desk design require following strict USDA national web guidelines for look and feel as well as content and development Due to hurricane Katrina my job site has been shut down for at least the next 3-4 months and my employer has shut down and moved to a temporary location in Texas. Unfortunately I was unable to continue working for them due to the circumstances and my current location in Lake Worth, Florida	Dykon Computer Help Center, Inc. New Orleans/LA
6/2002 - 9/2002	<b>Sr. Website Designer</b>	USDA - NATIONAL FINANCE CENTER New Orleans/LA

Created internal web site. Created customer survey page for use by over 50,000 clients worldwide. Helped to create a web presence for customer support division. gained experience with Dreamweaver MX, Flash MX, ASP, JSP Interacted with top level personel with going over design decisions.

1/2000 - 6/2002

**Internet specialist, Web Designer/Developer**

Terramatrix Technology Corporation  
New Orleans/LA

Edited and maintained multiple web sites. Submitted multiple web sites to various search engines for advertisement purposes. Trained new personnel in web design techniques. Utilized ability to prioritize tasks. Maintained up to date web design and image editing skills by learning to latest Software. Developed company logos as needed as well as converted exsisting ones to a digital medium. Created new web sites. Worked closely with clients to help develope and promote their new web presence

6/1997 - 8/2001

**Art Staff/Camp Counselor**

Camp Ramah Darom  
Atlanta/GA

Trained new art staff. Instructed children, ages 9 to 16, of various levels of talent in art by breaking down complex ideas into simple tasks. Entrusted to chaperone a group of 6 children while on excursions. Responsible for the well being of 16 to 30 children overnight for the course of a four week program. Acquired training on sexual harassment, drug and alcohol abuse, security issues, health and safety, stress management, team building and staff management skills.

8/1999 - 1/2000

**Internet Specialist**

Crescent City Technology Group  
New Orleans/LA

Edited and maintained multiple web sites. Submitted multiple web sites to various search engines for advertisement purposes. Trained new personnel in web design techniques. Acquired ability to prioritize tasks. Maintained up to date web design and image editing skills by learning to latest software.

8/1998 - 10/1999

**Customer Service Representative**

Blockbuster Video  
New Orleans/LA

Maintained Inventory by completing monthly audits of merchandise, preparing new merchandise for sale and rental, and assisting in loss prevention. Entrusted to maintain accurate money records. Acquired customer service experience by assisting customers in product recommendation, assisting with rentals and purchases. Trained new customer service representatives.

8/1998 - 6/1999

**Customer Service Representative**

Forstall/Geotype  
New Orleans. LA/N/A

Maintained Inventory by completing semi-annual audits of merchandise, preparing new merchandise for sale, and assisting in loss prevention. Entrusted to maintain accurate money records. Acquired customer service experience by assisting customers in product recommendation.

4/1994 - 6/1996

**Batboy and Assistant Clubhouse Manager**

New Orleans Zephyrs Baseball Team  
New Orleans/LA

Kept field organized and prepared for start of game on daily basis. Assisted in managing locker room. Assisted in loss prevention. Trusted to move and maintain equipment on a daily basis.

**EDUCATION**

Dates Attended	School	Degree	Location
6/1988 - 6/2003	University Of New Orleans	Bachelor's Degree	New Orleans - LA - US
5/1998	Mississippi State University	Some College Coursework Completed	Starkville - MS - US
6/1996	Benjamin Franklin High School	High School or equivalent	New Orleans - LA - US

## SKILLS

Skill Name	Skill Level	Last Used/Experience
Actionscript (Flash programming language)	Expert	Currently used / 4 years
Adobe Photoshop 6.0	Intermediate	Currently used / 4 years
Adobe Photoshop 7.0	Intermediate	Currently used / 2 years
Apple iLife Suite	Beginner	Currently used / 1 years
Apple Macintosh OS9	Beginner	Currently used / 3 years
Apple Macintosh OSX	Beginner	Currently used / 1 years
AR System 5.x (Remedy) (officially trained admin)	Intermediate	Currently used / 3 years
ASP (Active Server Pages 3.0)	Intermediate	Currently used / 2 years
Java	Intermediate	2 years ago / 4 years
JavaScript	Intermediate	Currently used / 4 years
JSP	Beginner	Currently used / 3 years
Macromedia Dreamweaver MX 2004	Expert	Currently used / 4 years
Macromedia Fireworks MX 2004	Intermediate	Currently used / 2 years
Macromedia Flash (MX 2004 Professional)	Intermediate	Currently used / 6 years
Microsoft Windows 3.x, 9x, ME, 2000	Intermediate	Currently used / 9 years
MS Excel	Intermediate	Currently used / 5 years
MS Word	Intermediate	Currently used / 8 years
Novell Groupwise 6.5	Beginner	Currently used / 3 years
Palm OS 3.5	Beginner	Currently used / 2 years
Palm OS 5.0	Beginner	Currently used / 1 years
Professional Website Design	Intermediate	Currently used / 6 years

## REFERENCES

<b>Reference Name:</b>	Eben Dike
<b>Reference Company</b>	Dykon Computer Help Center, Inc
<b>Reference Title</b>	President, CEO
<b>Phone</b>	Available upon request
<b>Email</b>	
<b>Type</b>	Professional
<b>Reference Name:</b>	Henry West
<b>Reference Company</b>	MyIT
<b>Reference Title</b>	
<b>Phone</b>	Available Upon Request
<b>Email</b>	
<b>Type</b>	Professional
<b>Reference Name:</b>	James O'Byrne
<b>Reference Company</b>	Times Picayune
<b>Reference Title</b>	
<b>Phone</b>	Available Upon Request
<b>Email</b>	
<b>Type</b>	Personal
<b>Reference Name:</b>	Sharon Cannon
<b>Reference Company</b>	USDA - National Finance Center
<b>Reference Title</b>	
<b>Phone</b>	Available Upon Request
<b>Email</b>	
<b>Type</b>	Professional
<b>Reference Name:</b>	Stephanie Dike
<b>Reference Company</b>	Dykon Computer Help Center, Inc.
<b>Reference Title</b>	Project Manager
<b>Phone</b>	Available on request
<b>Email</b>	

<b>Type</b>	Professional
<b>Reference Name:</b>	Steve Cunningham
<b>Reference Company</b>	USDA - National Finance Center
<b>Reference Title</b>	
<b>Phone</b>	Available Upon Request
<b>Email</b>	
<b>Type</b>	Professional

#### **ADDITIONAL INFO**

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Additional character and professional references upon request  
screen shots of internal website upon request urls of websites on request  
personal portfolio website: <http://www.schleifstein.net>