

## **JULIE ROMINGER**

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### **PROFILE**

Small business owner with 10 years experience working for a high-profile online services company implementing technical solutions and applying knowledge to create world-class online products. Skilled in managing multiple projects simultaneously, either independently or in a team environment. Served as team leader and managed large-scale projects, which resulted in successful products that were used by millions of customers on a daily basis. Known for completing projects ahead of schedule, while maintaining high quality work. Proven ability to provide extraordinary customer service, whether to multi-million dollar partner clients or to internal interdepartmental clients. Areas of expertise include:

- Project Management
- Technical Team Leadership & Training
- Website Development
- Building Client Relationships
- Workflow Planning & Prioritization
- Procedural & Technical Documentation
- Creative Problem Solving
- Business Communications
- Trends & Needs Analysis
- Phone & Online Technical Support
- Customer Service
- Comprehensive Small Business Operations

### **PROFESSIONAL EXPERIENCE**

#### **ARTISANS UNITED, INC., Annandale, VA**

*Gallery Director*

*First Vice President & Scheduling Manager*

Elected First Vice President on the Executive Board of Directors for a not-for-profit organization, responsible for preparing annual operating budget.

**2007-Present**

2008-Present

2007-Present

- Coordinated scheduling of a gallery staff of over 25 members, and persuaded staff to accept extra shifts during spans of severe staff shortages, ensuring normal uninterrupted business operations.

#### **REKINDLED SPIRIT STUDIOS, Manassas, VA, Owner, Manager, and Artist**

**2004-Present**

Founded a business specializing in creating and selling high-quality handcrafted art glass in both gallery and direct trade show sales. Currently perform comprehensive small business operations, including product creation and development, marketing, direct sales, customer service, ordering, shipping and receiving, trade show scheduling, trade show operations, financial decision-making and business analysis and recordkeeping.

#### **WATERCOLORS GLASS STUDIO, Great Falls, VA, Assistant Manager**

**2003-2005**

Assisted in managing daily operations in a retail environment, including direct sales, shipping and receiving, inventory management, customer service, and technical consultation.

#### **AMERICA ONLINE INC., Dulles, VA**

**1993-2003**

*Senior Interactive Media Developer*

2000-2003

*Interactive Media Developer*

1997-2000

Developed web and AOL proprietary online products, led technical teams, and managed projects. Skilled in user interface design, quality assurance testing, customer service, teaching technologies to new employees, building client relationships, and writing technical documentation.

- Developed functionality and provided technical solutions for proprietary and web pages that were regularly used by millions of customers daily.

- Supported up to 25 external clients simultaneously by providing technical expertise, which resulted in well-built partner sites and excellent client relationships. Clients included: Cendant, First USA, Bank of America, MTV, VH1, BMG, Nickelodeon, iVillage, NTN, STATS Inc.
- Performed duties of technical lead and developed a significant portion of the AOL@SCHOOL website, an award-winning service created as an educational resource for school-age children, teachers, and administrators.
- Volunteered for special project teams including a team that worked to improve departmental procedures and a team that developed departmental educational opportunities.

*Remote Managed Gateway Developer*

1995-1997

Developed AOL proprietary online products, led technical teams, and managed projects. Skilled in creative development, user interface design, quality assurance testing, customer service, client support, technical documentation.

- Regarded as company expert on the Remote Managed Gateway technology, based upon extensive knowledge and experience.
- Released quality dynamic online applications by working with external clients to brainstorm ideas, develop and test products, troubleshoot issues and create final product documentation.

*Technical Support Representative*

1993-1995

Provided phone and online technical support for AOL software, managed a team of volunteer staff, analyzed operational data, and trained online support employees.

- Managed a team of 10 online support volunteer staff, in order to meet growing service needs.
- Trained online support employees in technologies and responsibilities in accordance with company standards.
- Collected and analyzed operational data to determine workload and staffing needs.
- Provided technical solutions to members in order to improve their online experience.

**TECHNICAL SKILLS****Hardware & Operating Systems:**

- PC-compatible using Windows XP, 2000, 95/98, 3.1, UNIX or DOS 5, 6
- Apple MacIntosh using OS7 – OSX

**Selected Software:**

Microsoft Office (Word, Excel, Powerpoint), Adobe Acrobat, Microsoft Internet Explorer, Firefox, Netscape, America Online, Macromedia HomeSite, Macromedia Flash, Adobe Photoshop, Procomm Plus, Direct FTP

**Programming:**

HTML/CSS, JavaScript, AOL proprietary scripting

**EDUCATION**

Continuing Education, Northern Virginia Community College, Manassas, Virginia

2003

Post-Graduate Student Teaching Program, California State University, Chico, California

1992-1993

B.A., Liberal Studies, California State University, Chico, California

1992

Concentration in Mathematics, Minor in German