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### DAWN R COYLE

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* Boerne, Texas 78006
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### Career Objectives

Pursuing a job where I will be able to utilize life experience as well as interpersonal skills. Allow myself to grow not only professionally and personality, but to contribute towards the achievement, mission and values of the company I work for.

### Summary of Qualifications

Efficient on Linux, Windows 7, Windows 8, Windows XP, Windows Vista, Windows 2000, Windows 98, Microsoft Office, Microsoft Word, Word Processor, Libre Office, PowerPoint, DataPoint, Access 2002, Access 2010, Excel 2002, Excel 2010, Multiphone, CAD, 10 Key, Filing, Organizing. SDL Trados, Wordfast, Deja Vu, OmegaT, Passolo, Multicorpora, Across, Alchemy Catalyst, TransSuite2000, Transit, MetaTexis, LingoTek, J-CAT and IBM-CAT tool.

### Work History

**Appen-Butler Hill**

**Independent Contractor**

**USA**

**Web Evaluator & Translation**

**January 2011 – Present**

Web engine evaluators give feedback to ensure that Internet search results are comprehensive, accurate and timely and are spam-free and relevant to the searcher's intent. In essence, they are the human check on the complicated algorithms that search engines run.

Translators covert written documents and spoken words from one language to another. Must be well versed in vocabulary dealing with specialty. Familiar with standard concepts, practices, and procedures within a particular field. They must have excellent analytical abilities and writing skills. In addition, they should have good editing skills. Translators must keep in mind cultural references that may need to be explained, including colloquialisms and slang as well as other expressions that may not be able to translate literally.

The client base includes global technology leaders, including Microsoft, SAP, Raytheon and Oracle. Additionally, we work with leading government agencies in the United States and United Kingdom.

* Detail-oriented and organized
* Strong time-management skills
* Strong communication skills
* Excellent web research skills and analytical abilities
* Excellent comprehension and written communication skills
* Attention to fine detail
* High level of social awareness
* Ability to think conceptually
* Ability to hand constant changes and request
* Strong Project Management
* Foreign Language Translations as per jobs required

**Industrial Information Resources, Sugarland, Texas**

**Market Research Analyst/Researcher**

**December 2012 – Present**

Industrial Info Resources (IIR) is a leading provider of global industrial market intelligence. Since 1983, IIR’s mission has been to provide its clients with the most accurate and timely project and plant spending intelligence, based on the highest quality assurance standards in the industry. With IIR’s service, its clients are able to access thousands of active project spending opportunities that are directly researched and pre-qualified by IIR’s personnel, located in nine research centers around the world. IIR has approximately 400 employees, speaking more than 50 languages, providing quality research based on a single methodology.

* Administer technical research for multimillion dollar capital projects for The U.S., Mexico and Canada.
* Gather quantitative and qualitative data and produce analytical reports.
* Tracked Projects through Planning, Engineering and Construction Phases.
* Conducting in-depth data analysis using traditional and advanced methods.
* Strong analytic and critical thinking skills
* Exceptional written, oral, and presentation communication abilities
* Expertise with Excel, PowerPoint, and SPSS/SAS
* Strong Project Management
* Translated Foreign Languages to English as per job required

#### **San Antonio Clinical Trials of Texas, San Antonio, Texas Research Subject/Participant**

#### Jun 07, 2012 – June 07, 2013

The primary purposes of Clinical Trials include treatment, prevention, diagnostic, supportive care, screening, health services research, and basic science. They explore whether a medical strategy, treatment, or device is safe and effective for humans by gathering information to help increase our knowledge. Submit to scientifically conducted research relating to such fields as medicine, psychology, or consumer-product testing; Participate in activities like performing physical tasks, taking psychological tests, or using experimental products, following instructions of researcher; Reply verbally or records responses to questionnaire to provide researcher with data for evaluation.

* Use logic and reason to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
* Talk to others to convey information effectively.
* Consider the relative costs and benefits of potential actions to choose the most appropriate one.
* Identify complex problems and review related information to develop and evaluate options and implement solutions.
* Manage own time and the time of others.
* Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, organization rules, and the democratic political process.
* Ability to listen to and understand information and ideas presented through spoken words and sentences.
* Assisted in the advancement of Medical science.

#### **Dawn Coyle, Boerne, Texas Personal Property Management**

#### Jan 19, 1999 - Aug 01, 2012

In charge of operations to include acquisition, accountability, responsibility, maintenance, control, utilization, disposition, equipment tooling and the physical capital assets that are acquired and used to build, repair and maintain a residential real estate location. As well as the processes, systems and manpower required to manage the life cycle of the property.

* Ensures that the property is in good working order.
* Preserves and increases the value of the real estate investments.
* Responsible for rental agreements that meet with the owner’s requirements and the tenant’s needs.
* Strong interpersonal and business communications skills.
* High level of organizational skill and close attention to detail.
* Deals with vendors by negotiating contracts and verifying work performed.
* Must make reports to the owners, deposit collected money from rents and deposits into the appropriate accounts.

#### **Benefit Planners, Boerne, Texas Data Entry Assistant- Transcription**

#### Nov 04, 1997 - Dec 30, 1998

Translation, Medical Billing, Medical Coding, Contacting varies Insurance companies, Customer Service, Multilevel Customer Relations and Extensive Computer usage. Responsible for entering lists of numbers, items, or other data into the computer, for storage, processing and research purposes. Transferred information from licenses, checks, or other hard copy documents into the companies computer system with the use of a keyboard.

* Verify information, operate data entry devices and prepare documents.
* Process account information, customer information, and a variety of other forms of documents by resolving inconsistencies and reviewing data for errors using standard data entry procedures.
* Requesting further information for documents that are deemed incomplete
* Verifying, correcting, deleting unnecessary data, or combining data from several sources before entering into a file
* Entering information into specific files or forms from recorded material, hand written pages or figures contained in printed files
* Keeping records of tasks, files and proofread reports
* Analytically oriented

**US Army Reserve, San Antonio, Texas  
Personnel Management Specialist  
  
Jan. 26, 1986 - Jan. 26, 1994**As a Personnel Management Specialist, I helped individuals develop their military careers. We also serve the military’s need to fill jobs with qualified workers. Otherwise known as a Human resources specialist, we collect and store information about the people in the military, such as training, job assignment, promotion, and health information. I worked directly with service personnel and their families as well as the commanding officers of our base unit.

* Organize, maintain, and review personnel records.
* Enter and retrieve personnel information using computer terminals.
* Assign personnel to jobs.
* Prepare correspondence, organizational charts, and reports.
* Provide career guidance.
* Assist personnel and their families who have special needs.
* Determine manpower requirements.
* Evaluate organizational structure for effectiveness and efficiency.
* Perform personal services.
* Conducting job analysis.
* Planning personnel needs.
* Military transfers both in and out of state.
* Orienting and training.
* Managing wages and military benefits.
* Issuing benefits and incentives.
* Appraising performance for promotions.
* Resolving disputes.
* Ability to compose clear instructions or correspondence.
* Ability to follow detailed procedures and instructions.

#### **Highlands Insurance Company, Houston, Texas Executive Secretary**

#### Apr 15, 1990 - Dec 12, 1992

One of two Secretary's to three siting Vice Presidents of Highlands Insurance and Underwriting Team. Responsible for inputting workman's compensation requests, maritime insurance quotes and coverage. Handled multiple accounts such as Halliburton, Brown & Root, Loyd's of London contracts with care, precision and accuracy in a timely but efficient manner.

In essence to my complete job description. I read and analyzed incoming memos, submissions, and reports in order to determine their significance and plan their distribution. Opened, sorted and distributed incoming correspondence which also included faxes and emails. Meet visitors and determine whether they should be given access to specific individuals. Correspondence is routine. Ordered such things supplies, maintained records and performed basic bookkeeping and database duties.

Prepared agendas and made arrangements for committee, board, and other meetings. Made travel arrangements for the executives including flight, hotel and restaurant when necessary. Made arrangements for any incoming visitor. When needed made other arrangements of an entertainment variety for those who are visiting the corporation and are bringing in their family.

Compiled data, and prepared papers for consideration at meetings and for the board of directors.

Compiled, transcribed and distributed minutes of meetings held in various languages. Therefore, I had to always be available to attend the meetings in order to record the minutes. Coordinated and directed office services, such as records and budget preparation, personnel and housekeeping, in order to aid executives. Also meet with individuals, special interest groups and others on behalf of the executive (s) that I was assigned. Very tight schedule with many responsibilities so to manage and maintain the scheduling for them was automatic.

Capable of preparing invoices, reports, memos, letters, financial statements and other required documents by using a word processing program and other various programs such as spreadsheets and PowerPoint presentations as required by the company. Sent group emails or transferred some of the documents as attachments on the memos. Understood the security process to prevent anyone from getting any data that might be sending to other company officials or clients who make a request for information.  
Able to supervise other clerical staff members in the group. Aided in training new clerical staff members.

Reviewed operating practices and procedures in order to determine whether improvements can be made in areas such as work flow, reporting procedures, or expenditures. Working well in a team environment and being able to interpret administrative and operating policies and procedures for employees.

Good knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Principles and processes for providing customer and personal services. Often this included customer needs, assessment, meeting quality standards. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

* High level administrative support to one or more executives.
* Conference calls and schedule meeting.
* Trained and supervised lower-level clerical staff
* Translation of documents to English as well as various other languages if necessary.
* Multi-line telephone
* Extensive Computer use and Skill
* Time Sensitive documentation
* Assisted Underwriting Division
* Multilingual Translation

#### **AT&T, San Antonio, Texas Customer Service Representative.**

#### Feb 01, 1989 - Mar 30, 1990

Customer Service Representative for AT&T's Reach-Out-World Program. The goal was to provide our customers the option of calling internationally at an economical but competitive rate, handle disputes on accounts, set up customers accounts and provide step by step problem solving when needed. Extensive computer, telephone and people skills used. Handled all incoming rotary calls in a timely, courteous, helpful and professional manner. Provide Excellent Customer Service and Satisfaction.

* ability to handle stressful situations and difficult people
* friendly, courteous and professional
* problem-solving, listening, computer, typing, and verbal and written communication skills.
* Multilingual to aid customers
* handle calls quickly and efficiently.

#### **H.M. Gousha/Simon & Schuster, Comfort, Texas Cartographic Technician**

#### May 05, 1989 - Oct 20, 1989

Information gathering, storage, retrieval and graphic display of information through the publication of maps, charts, guides, directories and special publications.

### Education

#### **University of Texas at San Antonio**, San Antonio, Texas 3+ years college. Currently working toward my Bachelors Degree.

#### Aug 2011 - May 2015

Major: Psychology  
Minor: Sociology  
GPA:3.3

#### **San Antonio College**, San Antonio, Texas 3+ years college, technical or vocational school

#### Aug 2004 - Aug 2013

Major: Psychology  
GPA:3.3

### Computer Skills

Typing Speed 55 Words Per Minute

* Apple or Macintosh Computers
* Database Software (Oracle, Access, etc)
* Data Entry Terminal (PDT, Mainframe Terminal, etc)
* E Mail Software (Outlook, Thunderbird, etc)
* Graphics or Drawing Software (Photo shop, etc)
* Internet Browser (Internet Explorer, Firefox, etc)
* Networking or LAN Software (Cisco, etc)
* Peripheral Devices (Scanners, Printers, etc)
* Personal Computers
* Presentation Software (PowerPoint, Flash, etc)
* Spreadsheet Software (Calc, Excel, etc)
* Utility Software (Virus, File Compression, etc)
* Word Processing Software (Word, Word Perfect, etc)

### References

**Beth Thornton**

Retired

Sugerhill Music Productions

(713) 862-8447

**Grant Wells**

Que Imaging

Imaging Production, Design and Print

(832) 607-0572

**Byran Mayhew**   
Drilling Foreman   
Texas Communications  
(512) 657-1519

**Pamela Herms**   
HEB Cashier   
Harry Edward Butt Incorporated  
(956) 771-7074

**Melissa Tapia**   
RGM   
YUM Brands/Taco Bell-KFC  
(210) 421-2678