A. Katherine Morales

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EDUCATION

2003 – Present	University of Florida	Joint MA/Ph.D program
1999 – 2002	University of Miami	Bachelor of Arts in Anthropology
1992 – 1993	Florida State University	Double Major Anthropology & History
1992 & 1994	Intensive Interpreter Training Program (ASL)	
	Florida School for the Deaf and the Blind	
1989 – 1992	Miami-Dade Community College	AA in History
1989	Miami Southridge Sr. High	Diploma

EXPERIENCE

Sept. 2004 – Apr. 2005   **University of Florida**   Teacher's Assistant

➢ Taught a lab section of World Archaeology, including demonstrating methods of archaeological procedures, clarifying and displaying examples of the topics discussed in lecture
➢ Was an assistant for a course in Maya & Aztec Civilizations

Jan. 1999 – Aug. 2003   **University of Miami**   *Staff Associate*

➢ Database setup, support, and maintenance
➢ Troubleshoot and provide technical assistance nationwide
➢ Install application and check for Y2K compatibility
➢ Design presentations in PowerPoint
➢ Maintain data and print reports using MS Excel 97 & 2000
➢ Create reports and run reports in MS Access 97 & 2000
➢ Layout of the departmental catalog using MS Word 97
➢ Web site setup/maintenance (webmaster) using MS FrontPage and HTML editing
➢ Published catalog based on database data
➢ Communicate with vendors in procurement of products
➢ Process check requisitions and invoices
➢ Submit for various reimbursements
➢ Bill clients and making deposits
➢ Work at a busy dispatch desk
➢ Scan and convert documents to electronic formats

June 1995–Jan 1999   **Deneba Systems, Inc**.   *Customer Support Representative*

➢ Specialized (but not restricted) in CAD related support
➢ Was the official representative for DenebaCAD
➢ Had to do ample testing of Deneba software with various versions of AutoCAD (12-14)
➢ Assisted customers, on an international level, with any problems that they experienced via phone, email, and fax, these included, but were not limited to: technical assistance and customer service
➢ Technical assistance included trouble shooting on all platforms: Mac OSs 6-8.6, Win 3.x, Win95, and Win98.
➢ Explained ways of using the various software that was released by the company
➢ Tested and reported bugs: tested the bug reports that were written up by customer support representatives before submitting them to the Quality Assurance department.
➢ Beta-tested several of the application prior to release on both Mac and Windows platforms
➢ Trained and supervised data entry personnel

Jan 1994–June 1995 **Freelance** *Computer Consultant*
- Did architectural drafting using AutoCAD 12
- Desktop publishing
- Taught computer skills and software applications

Aug 1992–May 1993 **Florida State University** *Computer Lab Assistant*
- Assisted and instructed students with using a number of different software on both Mac and Windows platforms

SKILLS

- 10+ years of technical support/assistance on computer
- Touch type 55 wpm
- MOUS Certifications (will be taking remaining ones shortly):
    - Word 2000 Expert
    - Access 2000
    - Outlook 2000
- Brainbench certification in MS Access 2000 Fundamentals
- Additional computer software:
    - MS Office 97, 2000, & XP (Win)
    - MS FrontPage 98 & 2000 (Win)
    - Canvas 3.5 - 8 (Mac & Win)
    - DenebaCAD 1.5 (Mac)
    - AutoCAD 10-2000 (DOS & Win)
- WordPerfect 3.0 and 3.5 (Mac)
- Languages:
    - Russian
    - American Sign Language
    - Mayan Hieroglyphics/Chol

ORGANIZATIONS

1998 – 2003	Institute of Maya Studies
1993 – 1996	Gold Coast Mac User Group
1992 – 1993	FSUAS: FSU Anthropological Society
1992 – 1993	Student Senator in Florida State University
1991 – 1992	Student Senator in Miami-Dade Community College
1991 – 1992	Brainbowl Team in Miami-Dade Community College
1988 – 1989	Mu Alpha Theta: Math Honors Society
1988 – 1989	Future Educators of America
1984 – 1989	Thespians: Theater Honors Society

REFERENCE   Available upon request.