

Katrina Darwish

☞ snowite0@gmail.com
☞ (813) 270-1896
☞ 19046 Bruce B Downs Blvd 146
Tampa, Florida, 33647

EDUCATION

VARINA HIGH SCHOOL

Richmond, VA

High School Diploma (Jul 1981)

ADDITIONAL SKILLS

Web Site Design, Content Writing, Graphic Design

Computer Admin

Heavy Word Processing Skills

CERTIFICATIONS

HIPPA Certifications

EXPERIENCE

SHIFT LEADER

Benjamin Biscuit Club, Tampa, FL / Apr 2013 - Present

- Feed and water animals according to schedules and feeding instructions.
- Mix food, liquid formulas, medications, or food supplements according to instructions, prescriptions, and knowledge of animal species.
- Examine and observe animals to detect signs of illness, disease, or injury.
- Provide treatment to sick or injured animals, or contact veterinarians to secure treatment.
- Do facility laundry and clean, organize, maintain, and disinfect animal quarters, such as pens and stables, and equipment, such as saddles and bridles.
- Perform animal grooming duties such as washing, brushing, clipping, and trimming coats, cutting nails, and cleaning ears.
- Answer telephones and schedule appointments.
- Respond to questions from patrons, and provide information about animals, such as behavior, habitat, breeding habits, or facility activities.
- Collect and record animal information such as weight, size, physical condition, treatments received, medications given, and food intake.
- Adjust controls to regulate specified temperature and humidity of animal quarters, nurseries, or exhibit areas.
- Observe and caution children petting and feeding animals in designated areas to ensure the safety of humans and animals.
- Exercise animals to maintain their physical and mental health.

TECHNICAL SUPPORT ASSOCIATE

Peak 10, Tampa, FL / Apr 2005 - Apr 2012

- Analyze network data to determine network usage, disk space availability, or server function.
- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Document network support activities.
- Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Identify the causes of networking problems, using diagnostic

testing software and equipment.

- Install and configure wireless networking equipment.
- Install network software, including security or firewall software.
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Install or repair network cables, including fiber optic cables.
- Perform routine maintenance or standard repairs to networking components or equipment.
- Troubleshoot network or connectivity problems for users or user groups.
- Analyze and report computer network security breaches or attempted breaches.
- Create or revise user instructions, procedures, or manuals.
- Create or update technical documentation for network installations or changes to existing installations.
- Document help desk requests and resolutions.
- Maintain logs of network activity.
- Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.
- Provide telephone support related to networking or connectivity issues.
- Run monthly network reports.

WEBSITE AND GRAPHIC DESIGNER

DSE Net, Tampa, FL / Mar 2001 - Jun 2005

- Design, build, or maintain web sites, using authoring or scripting languages, content creation tools, management tools, and digital media.
- Perform or direct web site updates.
- Write, design, or edit web page content, or direct others producing content.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Renew domain name registrations.
- Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with web sites.
- Design and implement web site security measures such as firewalls or message encryption.
- Perform web site tests according to planned schedules, or after any web site or product revisions.