

# Cynthia M. Brinker

17076 Bird's Eye Drive, Perris, CA 92570  
(949) 939-4455, [cysmylie@gmail.com](mailto:cysmylie@gmail.com)

---

## OBJECTIVE

---

Creative team player with excellent customer service, analytical, communication and interpersonal skills. Focused, dedicated, highly motivated and always striving to achieve beyond expectations in every endeavor. Seeking position as a Call Center Specialist to utilize my skills and experience and to provide growth opportunity.

---

## TECHNOLOGY PROFILE

---

<i>Platforms</i>	Windows (NT/XP/Vista/7), Mac OS, General Routing & Switching, Windows Networking (DNS/DHCP)
<i>Languages</i>	PHP, PERL, C/C++/C#, JAVA, MySQL
<i>Applications/SaaS</i>	Microsoft Office 2003/2007, Adobe Creative Suite (Photoshop/Illustrator/Fireworks/Dreamweaver), PlanWell Suite (Enterprise/PDS/BidCaster/EWO), iShipdocs

---

## EXPERIENCE

---

**VentriLabs, Inc.,** Perris, CA (11/2003 – Present)

*Co-Owner, Cardiac Technician*

- Develop order intake and general customer service SOP's and SLA's.
- Generate quality cardiovascular reports using specialized CardioScan software for physician clients.
- Train medical office personnel in the use of cardiac monitoring devices.
- Assist in the creation and implementation of VentriLabs secure web-based data transfer applications.
- Troubleshoot and assist medical office personnel in the use and installation of VentriLabs secure web-based transfer applications.
- Design, implement and maintain corporate website, branding, advertising, technical manuals and company forms.
- Establish and apply corporate policies and procedures in compliance with HIPAA regulations.
- Manage new and existing customer accounts.
- Manage accounts payable and receivable with the use of accounting software and medical billing/records software.

---

**American Reprographics Company,** Costa Mesa, CA (04/2001 – 05/2009)

*Director of Digital Services*

- Worked closely with the executive team to establish a Digital Services Department to promote growth in the use of proprietary products.
- Developed customer service SOP's and SLA's
- Implemented departmental training standards, strategies and goals to ensure team member success and exceed customer service SLA's.
- Key player in the rollout of American Reprographics Company's international (SaaS) online document shipping; iShipdocs.
- Assisted clients and provided training in the implementation of Digital Service's PlanWell products and iShipdocs.
- Assisted sale's personnel in the presentation of the Digital Service's PlanWell products and iShipdocs.
- Developed and maintained technical/training manuals, logs, forms and departmental policies and procedures.

*PlanWell Administrator*

- Utilized server-based plan distribution tools to manage large format document storage and distribution.
- Assisted customers in online document viewing, ordering and troubleshooting.
- Reported, logged and troubleshoot system incidences to ARC's technology team, MirrorPlus.

*Plan Distribution System Manager*

- Assisted in the development of CRPDS (Consolidated Reprographic's Plan Distribution System) prior to the adoption and implementation of American Reprographics Company's PlanWell products.
- Managed team members in application support, customer service and project fulfillment to meet timely deadlines.
- Met with clients to establish customized project-based application settings, procedures and support.
- Provided managerial duties in hiring, mentoring and preparing annual reviews.
- Efficiently planned and completed projects on schedule while meeting high quality standards.

## Cynthia M. Brinker

17076 Bird's Eye Drive, Perris, CA 92570  
(949) 939-4455, [cysmylie@gmail.com](mailto:cysmylie@gmail.com)

---

### **The BigHub.com**, Santa Ana, CA

(04/2000 – 08/2000)

#### *Graphic Web Designer*

- Worked as part of the development team to provide graphic web content for theBigHub.com's Internet portal and its affiliates.
- Assisted the marketing department in creating various graphics for corporate branding, banner and affiliate advertising campaigns.

---

### **Consolidated Reprographics**, Costa Mesa, CA

(06/1999 – 04/2000)

#### *Preflight Department Supervisor*

- Managed employees in application and data manipulation, customer service, proof reading and document printing preparation.
- Responsibilities included troubleshooting, archiving, backing up/restoring daily data, training, and system maintenance.
- Produced timely turnaround of black & white preproduction proofs using Xerox DocuTech 6180 printers and Xerox DigiPath Production Software, as well as camera-ready art work for offset printing.
- Proofs were generated from both PC and Mac software applications that included Photoshop, Illustrator, PageMaker, Freehand, QuarkXpress, CorelDRAW and Microsoft Office (Word/Excel/PowerPoint).
- Files were delivered via FTP, e-mail, disk format, or hard copy.
- Strong communication with clients was essential as quality of production required precise proof generation.

---

### **Universal Reprographics South**, Irvine, CA

(11/1998 – 06/1999)

#### *Digital Department Operator*

- Produced timely turnaround of black & white preproduction proofs using Xerox DocuTech 6180 printers and Xerox DigiPath Production Software.
- Produced large and small format color and black & white prints using both PC and Mac software applications that included Photoshop, Illustrator, PageMaker, Freehand, QuarkXpress, CorelDRAW and, Microsoft Office (Word/Excel/PowerPoint).

---

## ORGANIZATIONAL AFFILIATIONS

---

### **Cardiovascular Credentialing International**

Member at Large (2004 - Present)

---

## EDUCATION AND CERTIFICATIONS

---

### **Associate of Science, Computer Network Administration and Security Management**

Mt. San Antonio Community College, Walnut, CA (Currently Enrolled)

### **Associate of Science, Computer Information Science**

Irvine Valley Community College, Irvine, CA, 2003

### **Learning Tree University Certificate**

MS Access: Database Concepts & Techniques, Irvine, CA, 2001

### **Associate of Arts, Liberal Arts**

Mt. San Antonio Community College, Walnut, CA, 1994

### **Certified Cardiographic Technician**

Cardiovascular Credentialing International, Raleigh, NC, 2004

---

## ACCOMPLISHMENTS

---

- Mount San Antonio Community College President's List (Spring 1993, Fall 1993)
- Mount San Antonio Community College Dean's List (Spring 1994, Fall 1994)
- Vice President of the E.A.G.L.E Club at Mount San Antonio Community College (Fall 1993, Spring 1994)