

ANITA KURSELL

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EDUCATION

- 2010 Masters Science Degree Teaching Mathematics in Secondary Schools** from the University of Illinois at Chicago.
- 1998 Bachelors Arts Degree Mathematics** from University of St. Francis, Joliet, IL.
- 1997 Co-Operative for College Credit at Argonne National Labs** Argonne, IL. One semester, documenting for the Environmental Sciences Department the storage and handling of Uranium and utilizing web programs to post findings.
- 1996 Associates of Science Degree** from Joliet Junior College, Joliet, IL.
- 1991 Associates in Applied Science Degree** from Art Institute of Pittsburgh, Pittsburgh, PA.

COMPUTER SCIENCE EXPERIENCE

- 2005 Programmer Contractor at Sallie Mae** Fishers, IN. Created a brand new call flow to test and detect bugs in existing call flows via active monitoring scripts and via human diagnostic calls into the servers.
- 2003 to 2004 Lead Analyst at Citigroup Card Services** Hoffman Estates, IL. InterVoice IVR programmer, tester, installer, support and maintenance analyst of 23 NT servers with 3 to 4 T1 lines each and running 15 different call flows 24 by 7, until systems replaced in 2004.
- 2001 to 2003 Lead Programmer Analyst at Sears, Roebuck and Co.** Hoffman Estates, IL. Promoted to a smaller team and trained on InterVoice-Brite IVR software, Edify Workforce IVR software, Nuance speech recognition software, Empirix IVR testing software. Lead a small team to develop programs, test fixes and installs, document call flows, meet with business partners, travel to various call centers around the country to monitor new installs, maintain system performance, and constantly recommend system changes and updates. During my time as lead we were able to reduce call time by 25 percent saving the company millions of dollars per day on 800 number inbound calls. My team was responsible for front line 24 by 7 pager remote support.
- 1998 to 2000 Application Developer at Sears, Roebuck and Co.** Hoffman Estates, IL. Sent to various training software vendor locations for training on Pega a call center GUI interface utilizing screen pop and telephony infrastructure. Development, testing, support, installation, and maintenance of 12 remote servers with more than 50 workflows.
- 1996 Analyst NEC Technologies** Itasca, IL. Two semesters, documentation of software specification for engineering department using various editors.
- 1995 Analyst ATT Bell Labs** Naperville, IL. One Year learning UNIX scripting and editor to develop, document and maintain an inter-departmental email system for the network engineers.

OTHER EXPERIENCE

- **Teaching Assistant** (Fall 2007). Beginning Algebra.

LEADERSHIP EXPERIENCE

- 2005 to present Assistant Store Manager at Pier 1 Imports** Joliet, IL. Managed a store team of 10 sales associates by coaching, mentoring, tracking sales and training, planning major floor plan moves and planogram changes for seasonal events; also managed staffing and human resources for the store as well as inventory and supply management.

BACKGROUND:

- Languages: Spanish, some written French and Portuguese.

- Active Member of my local residential association - Cathedral Area Preservation Association (CAPA) of Joliet, IL.
- Active dog walker, bike rider, acrylic painter, and kayaker.
- My home away from home is Pittsburgh, PA.
- If I were a dog, I would be a Beagle.