

Patricia A. Lewis

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PROFESSIONAL SUMMARY

Excellent communication, leadership and computer skills; customer service oriented; ability to work independently or part of a team to meet organizational goals.

Key Strengths

- Customer Service Oriented
- Presentation/Training Skills
- Proven leadership abilities
- Organizational Skills
- Self-starter
- Issue Resolution
- Report development and analysis
- Process implementation
- Database Maintenance
- Crystal Reports
- Project Management
- Microsoft Office (Word, PowerPoint, Excel, Visio, Projects), Outlook
- Communication Skills
- Training Facilitation

PROFESSIONAL EXPERIENCE

Sam Houston State University

April 2013-Present

Director, Advancement Services

- Manage the Advancement database, including the maintenance of development and alumni records and gift records.
- Direct the record operations that support the external relations and fund-raising efforts of the Development and Alumni offices
- Develop queries and Crystal reports to support the University Advancement Division
- Coordinate fund creation and deposits with Finance and Operations
- Provide assistance related to gift processing procedures to various departments
- Research and resolve issues concerning database records to ensure accuracy
- Provide supervision and guidance to Advancement Services personnel and student workers
- Identify and implement process improvements
- Generate mailing lists for annual fund and athletics solicitations, donor report and Heritage magazine distribution and alumni event invitations.
- Produce calling lists to support Phonathon solicitations
- Create email lists for Alumni Club event notifications
- Provide monthly status of Advancement Services Performance Measures to the Vice President of University Advancement

Sam Houston State University

May 1994-Oct 2010

Sr. Donor Records Specialist

- Manage gift processing including recording and acknowledging gifts and depositing funds in accordance with IRS laws and regulations
- Manage donor biographical information
- Develop queries and Crystal reports to support University Advancement Division
- Coordinate account creation and deposits with Finance and Operations

- Provide assistance related to gift processing procedures to various departments
- Research and resolve issues concerning database records to ensure accuracy
- Provide guidance to Advancement Services personnel and student workers
- Identify and implement process improvements
- Communicate with donors to facilitate gift processing and updating personal information
- Communicate with external companies to coordinate the processing of matching gifts

United Space Alliance (formerly Rockwell Space Operations Company)

Business Systems Analyst

- Supported Business System implementations and upgrades with a primary focus on Security, System and Training Administration and end-user support (Oracle/PeopleSoft Financials)
- Provided Project Management support for Continuous improvement initiatives
- Developed Reports/Queries to support customers and management requirements
- Recording and analysis of financial data
- Developed test plans and performed testing of software modifications
- Provided mentoring and leadership to other Business Analysts
- Conducted end-user training (400+ employees)
- Performed daily System Administration including database table maintenance, user assistance in processing transactions and coordinating with developers to implement software modifications
- Developed and implemented Policies and Procedures

Rockwell Space Operations Company

Jan 1986-May 1994

Administrative Support

- Provided Administrative Support to Management and organizational support including travel coordination, meeting organization and processing requests for supply purchases
- Budget forecasting and analysis

Kenneth Kaye, Attorney

May 1985-Jan 1986

Receptionist/Legal Secretary

- Scheduled client appointments
- Greeted clients
- Prepared legal documents

VAR-Tech, Inc.

May 1983- May 1985

Office Manager/Administrative Assistant

- Provided administrative support to engineering staff
- Processed weekly employee payroll
- Performed Accounting/Bookkeeping
- Purchased materials and supplies

Citizens State Bank

Aug 1978- Apr 1983

Loan Teller/Loan Secretary

- Processed loan payments
- Balanced Cash drawer

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- Opened new accounts
- Processed loan documents

EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Arts Degree: Business
Concordia University Austin, TX

May 2007

Leadership Development ♦ PeopleSoft ♦ Project Management ♦ Presentation Skills ♦ Raiser's Edge

HONORS AND AWARDS

GPA 3.87-Cum Laude
Employee of the Month
Sustained Superior Performance Award
Quest Award