
DAVID SHATTO

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WORK EXPERIENCE

November 2002 - Present **Programmer/Analyst**
Institute of Geophysics and Planetary Physics, University of California, Los Angeles

Provide technical and administrative support to a team of 3 researchers studying critical transitions in complex systems (nonlinear dynamics).

- Research, specify, purchase, install, maintain, and support team's PCs, laptops and software. Standardized operating systems and office software to Windows XP Professional with MS Office.
- Prepare and format data for statistical analysis in MATLAB. Have used Access, Excel, and Perl to process data. Created small programs in MATLAB, Visual Basic in Access, and Perl.
- Create figures, assist in editorial preparation, and submit research papers to scientific publications.
- Create PowerPoint presentations and assist in other document creation for Primary Investigator.
- Currently developing a website for earthquake predictions.

May 2001 - Oct. 2002 *Certus Corporation*

Undertook increasingly technical administrative roles within a healthcare consulting group which reviewed government reimbursements for hospitals.

Production Coordinator / Programmer – Coordinated data processing requests with external organizations. Processed and analyzed data using Microsoft Access and Excel. Maintained databases, spreadsheets, and filing systems. Contributed to software development using Visual Basic in Access.

Reimbursement Coordinator (2 months) – Produced reports and performed administrative functions.

August 2000 - Sept. 2005 (part time) **BRANCH TEAM MEMBER / DIGITAL OUTPUT CONSULTANT**
FedEx Kinko's (Westwood and Westwood Village branches, Los Angeles)

Sold products and services, assisted customers, took orders and handled payment. Operated a wide variety of equipment such as photocopiers, printers and scanners, binding and other auxiliary machines. Used many computer programs including Adobe Acrobat, Illustrator, PageMaker, Photoshop; Microsoft Office, Publisher; QuarkXPress; and OmniPage OCR software on both PC and Mac systems.

1998 - 2000 **SENIOR SUPPORT REPRESENTATIVE**
Information Systems Management Corporation (IBM Global Services)

First-level computer helpdesk support: resolved problems, answered usage questions, followed escalation processes. Often had a role in training other staff. Also the backup technical administrator for the call center's telecommunications equipment, including: PBX, CMS, voice mail, and phones.

(6 months) - Supported over 2000 users at Nissan locations in North America for computer hardware, software, mainframe, network and phone problems.

(1.5 years) - Supported the national sales force of Investors Group (over 3000 users), a financial products and services company, for their hardware and software platform - laptops and desktops running Windows 95, MS Office, Exchange, other standardized software, and dial up connectivity.

1994 - 1997 *Faneuil Group*

Advanced through increasingly responsible positions in company's Winnipeg call center. This international organization is a market leader in information and customer management services.

Operations Coordinator (8 months), **Telecommunications Specialist** (1.5 years), **Account Representative** (3 months), **Teleservicing Representative** (6 months)

1991 - 1994 **SECRETARY**
Catherine Booth Bible College

Provided administrative and technical support to the Academic Dean, Registrar/Director of Extension Education, and faculty. My responsibilities included secretarial and reception duties, managing office supplies, entering grades and generating mark statements for students, and providing computer support to faculty and staff.

EDUCATION AND TRAINING

Post-Secondary Education:

1996 - 2000 **ADMINISTRATIVE STUDIES PROGRAM**
University of Winnipeg

Courses taken: Intro to Business, Intro to Financial Accounting, Intro to Economics: Micro and Macro, Human Resource Management, and Intro to Psychology.

1991 - 1996 **CERTIFICATE PROGRAM IN OFFICE COMPUTER OPERATION**
University of Winnipeg Continuing Education

In this program I gained a good comprehension of the potential uses for business software applications and a foundational knowledge of management theory. At graduation I received the Connor, Clark & Lunn Prize for outstanding academic achievement.

1991 - 1994 *St. James-Assiniboia Continuing Education*

I completed a number of courses at this school: Intro to AutoCAD 12 for Windows; on the MacIntosh, Desktop Publishing Using Ready-Set-Go! and QuarkXPress; also, Introduction to Graphic Arts.

1990 - 1991 **DOCTOR'S OFFICE ASSISTANT PROGRAM**
Herzing Career College

A large part of this program focused on human biology and clinical procedures, while the other part allowed me to develop strong clerical and secretarial skills. At graduation I was named the 1991 Herzing Student of the Year.

Workshops, Seminars and Other Courses:

Spring 2002	<i>UCLA Extension: Relational Database Management</i>
September 2001	<i>Health Care Compliance Strategies: Fraud Awareness – Corporate Compliance</i>
Spring 2000	<i>University of Winnipeg Continuing Education: Administering Novell NetWare 5.0, Advanced Novell Network Administration, Windows NT: Systems Administration I</i>
Fall 1999	<i>Pregnancy Distress Family Support Services: Crisis Line Training Program</i>
October 1999	<i>Red River College: Nonviolent Crisis Intervention</i>
September 1999	<i>Addictions Foundation of Manitoba: Chemical Dependency Intervention Course St. John Ambulance: Standard First Aid</i>
July 1999	<i>St. John Ambulance: Basic Rescuer CPR</i>
June 1999	<i>IBM Learning Services: Emotional SMARTS</i>
December 1998	<i>IBM Global Campus: Microsoft Excel 97 Intermediate & Advanced</i>
Spring 1998	<i>CBT (Computer Based Training): Lotus Notes user courses - Basics to Power User</i>
December 1995	<i>Data-Tech Institute: Fundamentals of Telecommunications</i>
November 1995	<i>Red Cross: Emergency Services Supervision in Disaster</i>
October 1995	<i>Red Cross: Introduction to Registration & Inquiry</i>
June 1995	<i>AT&T: Definity Communications System Administration</i>
May 1995	<i>AT&T: CMS R3V2 Administration w/EAS</i>
September 1993	<i>National Seminars: How to Manage Projects, Priorities and Deadlines</i>
October 1992	<i>Success Builders: The Organized Employee</i>

VOLUNTEER EXPERIENCE

- 2000 **WEST CENTRAL STREETS**
Member of Publishing Committee and writer for this community newspaper.
- 1999 - 2000 **JOURNEYS ADULT EDUCATION CENTRE**
Tutored novice users in basic computer skills. Also researched GED and adult literacy internet resources for teachers.
- PREGNANCY DISTRESS FAMILY SUPPORT SERVICES**
Answered crisis line calls relating to pregnancy, reproductive health, and family concerns.
- 1997 - 2000 **UNIVERSITY OF WINNIPEG CONTINUING EDUCATION**
Language Partner Program
Practiced English conversation skills with students in the English Language Program from Japan, Korea, Taiwan, and Mexico.
- 1985 - 2000 **THE CANADIAN RED CROSS SOCIETY**
April - May 1997: Provided computer support during Manitoba's worst flood of the 20th century, which had over 27,000 evacuees.
From 1995: On call to supervise computer support operations in emergency situations.
From 1990: On call to assist in emergency situations.
Have also worked on other short-term projects.
- 1992 - 1994 **UNIVERSITY OF WINNIPEG STUDENTS' ASSOCIATION DAYCARE**
Member of the Management Committee and Centre Policy subcommittee.
- 1990 - 1991 **ST. JOHN AMBULANCE BRIGADE**
Provided first aid service at public events.
- 1989 - 1990 **NOTRE-DAME-DE-GRACE COMMUNITY CHURCH**
My wife and I were Youth Directors at this church in Montreal.
- 1987 **THE SALVATION ARMY OVERSEAS WORK TEAM**
Our team led renovations on a multi-purpose community center in downtown Guatemala City, Guatemala.