

REBECCA J. JENKS
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EXPERIENCE

- Bookkeeper/Computer support** 1997-current: Jenks Property Mgmt, Inc.
Cash, bank, and credit card reconciliation; account payable and receivables; allocated expenses and income to proper properties; prepared income and expense reports for CPA and CEO. Created and maintained all financial worksheets in Microsoft Excel. Prepared correspondence to renters in Microsoft Word. Maintained computers, updated software, and provided technical support for long distance users.
- Professional Tutor** 2004-Current: Montana State University - Billings
Tutored students from across campus by helping with homework, teaching concepts, and leading study groups in several fields of study for SOS-TRIO and the ASC
- Science: physics
 - Mathematics: basic mathematics, pre-algebra, algebra, pre-calculus, calculus 1, calculus 2, calculus 3, vector calculus, discrete mathematics, geometry, mathematics for elementary education majors 1, mathematics for elementary education majors 2, technical mathematics, and any other mathematics courses offered at MSUB or the MSUB - College of Technology
 - Statistics: introduction to statistics, statistics for business majors, statistics for nursing majors, probability, research design for master's level education majors, and any other statistics courses offered at MSUB or the MSUB - College of Technology
 - Computers: computer programming 1, computer programming 2, introduction to computer applications (MSIS 225) , web design (MSIS 310), MS Word, MS Excel, MS Power Point, MS Front Page, MS Access, PhotoShop, Dream Weaver, Adobe Acrobat, and other programs as needed
- Cashier** 2006: Sears
Opened and closed registers. Verified cash values in the registers. Provided customer service in finding prices, merchandise, purchasing products, and returns. Processed credit card applications.
- Instructor** 2004-2006: Montana State University - Billings
Planned daily/semester lessons, designed websites, and instructed different mathematics courses at Montana State University - Billings for both the Mathematics department and the Academic Support Center
- Math 101: Pre-algebra for college students
 - Math 105: Algebra for college students
 - Math 121: Applications for business with calculus
 - Math 201: Mathematics for elementary education majors 1

Technical Support Advisor

2003-2004: Creative Labs Inc.

Provided technical computer phone support to customers for SoundBlaster® sound cards, MP3 players, Creative speakers, Cambridge SoundWorks® speakers, and web cameras. Advised customers regarding returns and repairs and performed follow up for all products for North America, South America, parts of the Middle East, and Pacific Rim. Created Help files for on-line customers and customer advisors. Generated sales and took orders for all customers as well as check on order status. Acted as a Customer Service Liaison for angry or upset customers.

Graduate Teaching Assistant

2000-2003: Oklahoma State University Physics

Setup experiments for lab; lectured; graded homework, labs and projects; posted homework solutions; held office hours for help with labs, homework, projects; conducted sessions for tests for several classes

- Physics 1114: Algebra based Newtonian mechanics, waves, and thermodynamics
- Physics 2114: Calculus based Newtonian mechanics, waves, and thermodynamics
- Physics 1313: Physics by Inquiry

Computer Assistant Team Lead

1998-2000: Oklahoma State University CIS

Scheduled computer assistants; created manuals for software used by the University; made recommendations for hiring and firing of computer assistants; communicated between CIS management and the computer assistants; trained new computer assistants; conducted training sessions in MS Word®, MS Excel®, and MS PowerPoint®; performed all the duties of a computer assistant, such as: maintained computer labs on campus; troubleshoot PC's, Macintoshes, and printers; assisted students and faculty with computer programs and problems; installed and upgraded hardware, software, and networks in the labs.

Volunteer

1995-1997: Muskogee Regional Medical Center

Completed quality assurance telephone surveys; made floral arrangements in the gift shop; ran cash register for the gift shop; closed the gift shop at night; reconciled cash and credit card drawer.

EDUCATION AND TECHNICAL TRAINING**Montana State University - Billings**

Continuing Education in Education - Teacher Certification in Mathematics and Physics for the state of Montana (Projected May 2007)

Oklahoma State University

Masters of Science - Teaching, Learning, and Leadership (Projected May 2007)
Bachelors of Science - Physics (traditional option) August, 2001

Oklahoma School of Science and Mathematics

High school diploma May, 1997

Creative Labs, Inc.

Training in technical product specifications and troubleshooting of web cams, MP3

players, sound cards, speakers, various computer operating systems, and customer service

TECHNOLOGICAL SKILLS

Office equipment

- Multi-line phone
- Typewriter
- Fax
- Copier
- Risograph
- Computers

Hardware (use, troubleshoot, maintain, and install)

- Printers
- Scanners
- Soundcards
- Web cameras
- MP3 players
- Modems
- Video cards
- Peer-to-peer networks
- LAN's (wired and wireless)

Operating Systems

- Windows XP
- Windows 2000
- Windows NT
- Windows Me
- Windows 98SE
- Windows 98
- Windows 95
- Windows 3.1/3.11
- MS DOS
- UNIX / Linux
- Mac OS X

Applications

- MS Word
- WordPerfect
- OpenOffice
- MS Excel
- MS Access
- MS PowerPoint
- MS Publisher
- Adobe Acrobat
- MS Internet Explorer
- Mozilla FireFox
- CuteFTP
- MS Outlook
- Lotus Notes
- MSN Messenger
- Yahoo Pager & Messenger
- AOL - AIM
- MS FrontPage
- DreamWeaver
- Kana
- Adobe PhotoShop
- Image Ready
- MWSnap
- Symantec - Corporate Edition
- Norton Internet Security
- ZoneAlarm
- LabView
- PeakFit
- Sigma Plot

Programming Languages

- C
- C++
- Java
- Co-Java
- Pascal
- Turbo Pascal
- HTML
- LabView

Specialty Equipment

- Multimeter
- Oscilloscope
- Soldering tools
- Turbulence cells
- Stepping motors
- Cash register
- Lasers

AWARDS AND PROFESSIONAL ASSOCIATIONS

Montana State University IT Society Faculty Advisor	200
Society of Physics Students - Treasurer & member	1999-2001
Research Experience for Undergraduates	
Golden Key Honor Society Member	
Wentz Fellowship (granted annually, non-renewable)	1998 & 1999

Freshman Fellowship
NASA and NSFD Research Assistantship

PUBLICATIONS, RESEARCH, & TECHNICAL SUPPORT DOCUMENTS

“Computer Interfacing of Stepping Motors” R. J. Wallace, In *Proceedings* of NCUR 2001.
(University of Kentucky, March 15th - 17th, 2001)

Energy Manifolds of Tm:LuAG Dr. Peakheart, 2001, Oklahoma State University
Took results from emission and absorption data and compiled information into
energy levels for Tm:LuAG semiconductor.

Computer Controlled Stepping Motors Dr. Tong, 2000-2001, Oklahoma State University
Built a working stepping motor with variable speed and distances (all changeable by
user). Soldered and wired computers and stepping motors. Wrote programs with
Pascal, C++, and LabView. Created documentation of setup and a software manual.

Heat Flow in Turbulence Cells with Computer Controlled Temperature Probes and Interior Independent Alternating Heat Sources Dr. Tong, 1997-2000, Oklahoma State University

Designed turbulence cell. Learned LabView and other programming languages. Developed software to control heating element and probe independently of each other. Documented new program. Analyzed data gathered from programs. Explained how heat is transferred through turbulent water.

<http://us.creative.com/>

(Knowledge base article titles)

- "How Do I transfer a playlist to an MP3 Player?"
- "How do I uninstall the SB live! In Windows 2000 or Windows XP?"
- "How do I test my SB soundcard & individual speakers?"
- "Error Code 0000000 on the Creative Rhomba"
- "How do I uninstall and reinstall my JukeBox 3 or Zen?"
- "My CD Doesn't Show up in MediaSource"
- "Ctymcres.dll update needed to run PlayCenter"
- "How do I get into rescue or recovery mode on my Creative MP3 Player?"