

Daniel T. Emmons

Goal: To perform at the highest level of excellence for a reputable organization

Summary of Qualifications

Excellent customer service skills, including service in a technology-driven environment.
High level of administrative proficiency in the financial services industry.
Experienced in a variety of settings, able to assimilate new concepts quickly and accurately.
High level of technical skills and knowledge.

Summary of Technical Skills

Microsoft Office (Excel, Word, PowerPoint, Outlook, Visio)
Web and Graphic Design (HTML, CSS; Adobe Dreamweaver, Photoshop, and Illustrator)
Computer Networking Technology (hardware, protocols, network operating systems, etc.)
Some knowledge of programming languages (Java, C++, PHP)
Music/Video Technology (Digidesign Pro Tools, MakeMusic Finale, Propellerhead Reason, Ableton Live, Arkaos VJ)
General PC maintenance, hardware upgrades, etc.

Education

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA
Master of Science in Computer and Information Technology
Accepted status – scheduled to begin classes in the fall of 2009

PHILADELPHIA BIBLICAL UNIVERSITY, Langhorne, PA
Bachelor of Science in Bible

BUCKS COUNTY COMMUNITY COLLEGE, Newtown, PA
Associates of General Science
Coursework completed in the Information Technology and Web & Multimedia programs

Work Experience: Financial Services/Customer Service

EXPERTPLAN, INC., East Windsor, NJ
Account Manager (2007-2008)

- Provided service and education to defined contribution clients and financial advisors.
- Managed QDRO (Qualified Domestic Relations Order) and death benefit processing.
- Provided input to streamline processes and systems.
- Maintained service level goals under high volumes.

CITISTREET RETIREMENT SERVICES, Somerset, NJ
Implementation Specialist (2000-2001, 2004-2006)

- Managed implementation process for Defined Contribution retirement plans—approximately 70 plans a year.
- Ensured accurate setup and functionality of various record-keeping systems.
- Met deadlines and accomplished accurate transfer of assets and financial data.
- Maintained client satisfaction under high volume caseload.

THE VANGUARD GROUP OF INVESTMENT COMPANIES, INC., Valley Forge, PA
Conversion Project Leader, Mergers and Acquisitions (1998-2000)

- Provided consulting services and technical expertise to corporate clients.
- Managed the conversion process for Defined Contribution retirement plans.
- Facilitated communication and cooperation between interested parties.
- Ensured accurate setup and functionality of record-keeping systems.

Communications Associate, Investor Information (1996-1998)

- Educated individual clients concerning investment vehicles and principles.
- Processed transactions and maintained client accounts.
- Coached and provided support for new associates.
- Obtained Series 6 and 63 investment licenses.

Work Experience: Sales and Marketing/Real Estate

LONG & FOSTER REAL ESTATE, INC., Princeton Junction, NJ
Sales Agent (2003-2004)

- Secured able and willing clients and negotiated mutually profitable real estate transactions.
- Maintained knowledge of real estate laws, trends, and inventory.
- Effectively marketed personal image and company brand to gain further business.
- Pursued a high level of client satisfaction and referral business.
- Successfully completed NJ real estate sales licensure process.

Work Experience: Non-Profit/Religious Services

KIRKPATRICK MEMORIAL PRESBYTERIAN CHURCH, Ringoes, NJ
Youth Director (2001-2003)

- Implemented and managed church programming for youth.
- Recommended yearly budgets and managed costs.
- Prepared reports and communicated progress to church board.
- Recruited and trained volunteers.