

Susan H. Black

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- OBJECTIVE** To obtain a position as an associate systems engineer that will utilize educational, interpersonal, and organizational qualities and capabilities.
- EDUCATION** North Carolina A&T State University
Greensboro, North Carolina
M.S., Industrial Technology, December 2012 (GPA: 3.61)
B.S., Electronics and Computer Technology, December 2008 (GPA: 3.43)
- COURSES & TRAINING** Wide Area Networks (WAN), Local Area Network (LAN), Administration & Security
Wireless, Regulatory Policies & Issues, Telecommunication Management, Wireless
Application Protocol, Wireless Administration, Wireless Security Professional
- RESEARCH** **Researcher**, North Carolina A&T State University Technology Department
Greensboro, NC February 2011 – July 2011
- Conducted a research experiment entitled “The Effects of a Virtual Network System in a Corporate World.”
 - Applied various methods to explain systems of equations, and created graphs using MATLAB and the Stella Model.
 - Presented research at the North Carolina Honors Association Annual Meeting.
- EXPERIENCE** **Manager of Credit & Collections**, Overdue Money, Inc.
Greensboro, NC December 2007 – Present
- Manage a team of collectors responsible for locating, contacting, and negotiating delinquent accounts with customers.
 - Provide hands-on and team oriented guidance and training for all collectors.
 - Resolve customer disputes concerning credit card purchases.
 - Provide account and order information as requested, ensuring continuous customer satisfaction.
 - Assisted with the coaching and professional development of other collection associates, providing mentoring and career guidance as needed.
- Marketing & Sales Coordinator**, The Uptown Regency Suites
Greensboro, NC August 2005 – November 2007
- Advertised hotel rates, promoted conference center/meeting room facilities, and provided other general hotel services to the public.
 - Collaborated with other hotel departments to schedule reservations and events.
 - Scheduled work hours for over 100 employees, and communicated labor operating costs to management per weekly reports.
- SKILLS** FORTRAN, C++, C, CAD, Microsoft Office (Word, PowerPoint, Excel, Access)
- ACTIVITIES** Member of National Radio & Telecommunication Engineers, National Society of Black Engineers (NSBE), Society of Automotive Engineers
- REFERENCES** Furnished upon request