

Telchar Systems Inc.

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Objective

To analyze workflow and business processes and design training programs that align business processes with software capabilities. To set up and manage automated accounting systems and related processes to meet business objectives.

Professional Skills

Software Customization, Customized Training, Program Implementation: Analyze existing workflow and develop specifications for software customization. Develop and produce customized training materials; deliver job-specific and system administrator training. Implement transition to new program; provide support to new users. Act as liaison to software developer to ensure that program meets specifications; report and test needed fixes during roll out period. Successfully train experienced computer operators and users with minimal computer skills.

Writing/Editing/Production: Write and produce step-by-step training materials and user documentation. Edit presentation papers for publication; write, edit and produce successful fund raising proposals to private foundations and NGOs.

Accounting: Installation, management and operation of computerized accounting systems for a variety of small business clients to provide Accounts Receivable, Accounts Payable, General Ledger, Purchase Orders, Sales Orders/Invoicing, Inventory, Payroll, Balance Sheet, Trial Balance and Income Statements, Bank Reconciliations.

Other Computer Skills: Microsoft Word 2000, Excel 2000, Access 2.0/97/2000, Windows 95/98/ME/2000, QuickBooks Pro 2002, Legistar 3.51 & 4.0, ISYS 5.0, Visio 2000.

Experience

Vice-President, Telchar Systems, Inc., 1984 - present

International

- Developed and delivered on-site training to Philippines Securities & Exchange Commission for their market surveillance software. Produced departmental training and procedural manuals, beta-tested new surveillance program, managed bug list tracking with software provider, assisted with surveillance program administration setup, Manila, Philippines, February/March 2003, June/July 2003.
- Developed training materials and delivered on-site training and help desk for capital market regulation tracking system for Romanian Securities and Exchange Commission (CNVM) in Bucharest, Romania, October, 1996 and May, 1997.
- Set up and documented computerized accounting system for local USAID capital market contractor office in Bucharest, Romania, December, 1996.
- Set up computerized accounting system and trained local staff of computer sales/service corporation in Nairobi, Kenya, August 1987.

USA

- Analyzed workflow, developed software specifications, managed implementation and developed customized training for an integrated project management/accounting system for a \$25M general contractor, 2002-2003.
- Wrote and produced customized training materials and delivered training and on-site help desk for legislative tracking and text search software for the cities of Baltimore, Milwaukee, San Francisco, Pittsburgh, Groton (CT), Marietta (GA), Flint (MI), and the Villages of Lombard (IL) and Romeoville (IL). Managed the transition from existing city procedures to a fully automated system. Specified software customizations, conducted beta testing, coordinated data conversion and implemented program installation for the City of New York legislative tracking system, 1996-2003.
- Setup accounting/operations systems for small businesses and non-profit organizations and trained their personnel; managed accounting staff for investment partnership firm. Chief Financial Officer for Telchar Systems, 1984-present.
- Setup all financial and operating systems for a startup purchasing/export firm with 2 staff, 6 vendors and \$200,000 annual sales. In two years, sales increased by 600%+, with more than 250 active vendors. Designed automated and manual systems that accommodated growth, at a cost of less than 65% of an additional salary, 1990-1992.
- Supervised multi-user accounting/order operation for a small international trading and computer sales/service corporation with associated offices in Hong Kong, Nairobi, London, Zagreb. Researched and sourced wide range of goods to specifications; prepared proposals to comply with USAID regulations; prepared final quotations (FOB, C&F, CIF); set up international Letters of Credit and Performance Bonds; secured preacceptance S.G.S. inspection; arranged sea/air transport; prepared export documentation; trained and supervised business interns; sales travel to China, Africa and Eastern Europe, 1985-1989.

Office Manager, SLG, Inc., 1979 - 1984

- Developed improved systems for cash management and monthly tracking of interpartnership loans for 50+ business accounts for a consortium of 35 limited partnerships and associated businesses.
- Created first computerized database for the limited partnerships; initiated computerized tax computation and printing program still used by staff attorneys in preparation of partner K-1 tax forms. The tax program reduced legal and clerical fees by 60%.

Office Manager / Volunteer / Consultant, Seminary Consortium For Urban Pastoral Education, 1976 - 1979

- Accounting, office management and editing for an on-site urban training program for seminary students.

Office Manager / Agent, Select Travel, 1971- 1973

- Reconciled weekly airline ticket accounts; supervised and performed bookkeeping. Managed three full-time and four commission agents. Serviced individual and commercial accounts.

Education

- B.A., Anthropology, 1970. University of Wisconsin, Madison, Wisconsin

References

- Available upon request