

# PATRICIA S. ELZIE

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## SUMMARY OF QUALIFICATIONS

Detail-oriented and highly accomplished academically with a Masters Degree in Library & Information Science, as well as exceptional skills in social networking, technical services, and Web 2.0 technologies. Currently seeking a position which will utilize all acquired skills, abilities, and areas of expertise as follows:

- ◆ Adept at assessing risk factors, developing workflow strategies, conducting research, writing presentations, and processing digital media for marketing purposes.
- ◆ Collaborating with team members to establish and accomplish all goals.
- ◆ Solid analytical, communication, interpersonal, multi-tasking, and time management skills.
- ◆ Able to lead and assist others while working in an individual or team setting.

## AREAS OF KNOWLEDGE/STRENGTHS

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|-------------------------------|---------------------------------|-----------------------------|
| ✓ Reference Services          | ✓ Information Retrieval Systems | ✓ Public Speaking           |
| ✓ Cataloging & Classification | ✓ Web Development               | ✓ Marketing/Advertising     |
| ✓ Online Networking           | ✓ Copyediting/Content Writing   | ✓ Staff Leadership/Training |
|                               | ✓ Digital Media Management      |                             |

## EDUCATION

**San Jose State University** San Jose, CA  
*Masters*, Library and Information Science Dec 2010  
Course load: Reference Services, Information Retrieval Systems, Library and Information Center Management, Cataloging & Classification, Programs and Services for Young Adults, and Web Design

**University of Southern California** Los Angeles, CA  
*Bachelors of Arts*, English/Creative Writing 2001  
Minor: Musical Theatre Performance—USC Thornton School of Music

## PROFESSIONAL EXPERIENCE

**Adolph Gasser, Inc.** San Francisco, CA  
*Lead Lab Technician* 2007–Present

- ◆ Process and print film and digital media; enhance and restore old photos using Adobe Photoshop
- ◆ Chosen by owner to assist in creating and editing signage and advertisements used, in part, to reestablish modern and accommodating corporate image
- ◆ Supervise photo-lab maintenance
- ◆ Edit, revise, and contribute to development of company marketing collateral
- ◆ Create marketing materials, such as ads and monthly newsletters
- ◆ Introduce and implement new online photofinishing ordering system, surpassing the profitability of old system within a few weeks
- ◆ Prioritize, organize, and delegate daily responsibilities for famous family owned/operated, boutique shop
- ◆ Manage the Facebook page for the company

**San Francisco Sex Information** San Francisco, CA  
*Switchboard Volunteer and Training Staff* 2006–Present

- ◆ Provide free, accurate, unbiased, and non-critical information about sex over phone, e-mail, and website
- ◆ Craft various articles, many of which have been published in the Study Reader given to trainees
- ◆ Write and design PowerPoint presentations for training lectures
- ◆ Conduct interviews twice a year, on people applying to take the SFSI training
- ◆ Train psychologists, nurses, counselors, and others to be sex educators as training staff
- ◆ Lead exercises in effective communication with people from many backgrounds
- ◆ Interview potential trainees, and evaluate trainees through the duration of their training
- ◆ Organize member support for trainings
- ◆ Give lectures on various number of topics regarding human sexuality

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## PROFESSIONAL EXPERIENCE (CONTINUED)

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**Montecito Animal Clinic** Pacheco, CA  
*Receptionist* 2007–Present

- ◆ Manage office duties: answering phones, scheduling, filling, patient intake, and invoicing
- ◆ Organize office workflow
- ◆ Manage medical office, sometimes solitary

**Reed's Cameras and Imaging** Walnut Creek, CA  
*Associate Lab Manager* 2004–2006  
*Assistant Lab Manager* 1996–2003

- ◆ Process and print film and digital media: enhanced and restored old photos using Adobe Photoshop
- ◆ Rewrote 2000 Employee Handbook: edited content, flow, organization, spelling and grammar
- ◆ Trained over six employees to effectively operate lab equipment
- ◆ Edited and rewrote photofinishing price list to be more reader-friendly for non-industry client use and detailed and comprehensive for employee needs. List was published online for client download

**LapDance Magazine** Philadelphia, PA  
*Copyeditor/Caption Editor* 2004

- ◆ Created online content and performed grammar and continuity, editing for edgy, underground men's magazine start-up
- ◆ Revamped photo captions by eliminating flaws in parallelism and revising to create uniformity
- ◆ Developed and implemented systems for timely editing and revision of content, devised organizational procedures, and motivated co-workers to generate, revise, and publish content in a more advantageous manner as publication's first copyeditor

**Camera Brokers of Philadelphia** Philadelphia, PA  
*Associate* 2003–2004

- ◆ Processed film and printing of photos in both analog and digital format
- ◆ Facilitated positive customer service, and supervised lab equipment maintenance for boutique photo lab
- ◆ Applied advanced operations principals imported from previous employment to current lab, resulting in competitive advancement and procedural upgrades
- ◆ Used previous D-lab training and experience to educate co-workers in operation, moving to more progressive equipment
- ◆ Demonstrated superior conflict resolution skills
- ◆ Performed professional and effective customer dispute resolution

**University of Southern California** Los Angeles, CA  
*Resident Advisor* 1999–2001

- ◆ Served as role model for students and staff, providing counseling, program planning, and rule implementation for students living in residence halls
- ◆ Mediated disputes between roommates, conducted group mediation and staff intervention, and facilitated the upholding of rules and regulations of USC and residence hall government
- ◆ Conceptualized and composed guidelines and creative proposals for student programs
- ◆ Produced all advertising materials promoting such events
- ◆ Passed and received funding for over 30 student proposals, surpassing proposal-generating quotas
- ◆ Wrote student oriented fliers advertising leading to an increase in student turnout to information center from eight (previous year) to over 60 students
- ◆ Generated promotional materials for yearly scavenger hunt, increasing student turnout from 30 (previous year) to 80 students

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## ADDITIONAL INFORMATION

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- ◆ Proficient in Adobe Photoshop, Windows OS, and Mac OS, MS Office
- ◆ Proficient with online research tools and social networking
- ◆ Keyboard at 90 wpm
- ◆ Competently able to speak Italian