SERI R. GOMBERG

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Objective: To promote the safety of PG&E's Operations by facilitating the use of technology, analysis and maps in providing safe and reliable energy

_____ **Q u a l i f i c a t i o n s** _____

This dynamic analyst has:
- an extroverted personality with strong customer focus
- drive for continuous improvement and creative problem solving
- accurate handling of large amounts of data and documents
- understanding of maps on an operational level
- proficiency in the languages of computer technology and construction technologies

Core Competencies include:

• Actively promotes collaboration	• Focuses on priorities as conditions change
• Strong attention to detail	• Learns technical information quickly
• Utility experience	• Strong written and verbal communication skills

_____ **R e l e v a n t   P r o f e s s i o n a l   E x p e r i e n c e** _____

Sr. Technical Document Management Analyst
Pacific Gas and Electric   *San Ramon, CA*   *2014-present*
- Publish documents to the Technical Document Library using Protégé, FrontPage and FileNet
- Assign attributes, update content, create and maintain virtual documents to ensure easy and complete access to Company documents
- Adhere to all company and regulatory requirements and practices, incorporating safety into the work product and daily activities
- Provide guidance and training to Technical Writers in submitting complete and accurate requests to the Web Publishing unit
- Facilitate process development by exploring IT tools and what solutions they provide
- Create work flows, SharePoint tracking tools and Visio flow charts for complex processes
- Research document history and discuss documents' past and future to assure accessibility, usability, and a clear audit trail in support of Technical Writers and Standards Engineers
- Analyze data and provide information to management regarding database migration

Web Publishing Analyst (consultant)
The Mosaic Company (placed at PG&E)   *San Ramon, CA*   *2013-2014*
- See responsibilities as Sr. Document Management Analyst above

Computer Skills Instructor (part time, by project)
Jewish Vocational Services (JVS)   *San Francisco, CA*   *2012-2013*
- Developed curriculum and wrote instructions for multiple computer trainings:
  - ➢ Seven courses developed for professionals in Word and Excel for Laguna Honda Hospital; over 100 staff trained in fourteen sessions
  - ➢ Adapted eight MS-Office courses for interns
  - ➢ Fourteen San Francisco Environment interns trained in 28 hour class (seven sessions) on Excel and GoogleDocs

Welfare Eligibility Worker/Customer Service Administrator (temporary)
Marin County **San Rafael, CA** **2010-2011**

- Provided customer service to 60 new applicants to welfare programs per month
- Explained benefits and reporting requirements to clients verbally and in writing
- Learned, read, applied and explained the laws, rules, regulations, policies and procedures of public assistance programs to the public

Software Trainer and Implementation Support Specialist (contract)
SolutionsWest **Sacramento, CA** **2009-2010**

- Participated in application implementations by providing daily support to welfare workers
- Provided classroom training on public assistance software

Self Employed/Business Administrator
Ran Malool Construction **Orinda, CA** **2003-2009**

- Led efforts to identify investment properties, analyzed profit potential, constructed project plans and floor plan and finish specification
- Tracked three construction projects, including coordinating field work efforts for contractor

Manager, Field Operations and Office Administrator
University of California, Berkeley **Berkeley, CA** **2001-2003**

- Managed daily operations of survey research program (up to 14 field and office staff members)
- Planned and implemented restructuring to improve quality and cost-effectiveness, resulting in a 50% reduction in expenses.

Clinical Informatics Analyst
iKnowMed **Berkeley, CA** **2000-2001**

Managed implementation of screening for over 100 oncology clinical trials in Electronic Medical Record. Programmed capture of data in patient chart and maintained established program.

Clinical Operations Manager
Karmel Medical Acoustic Technologies **Yokneam Illit, Israel** **1999-2000**

Managed staff of technicians. Represented end-users of medical device to development engineers. Participated in documentation of technological and operational solutions

BRM Capital **Jerusalem, Israel** **1998**

Provided needs analysis and clinical trial expertise to start up study: identified study sites, developed study protocol, prepared ethics submission, and participated in planning.

Database Administrator
German-Israeli Foundation
for Scientific Research & Development **Jerusalem, Israel** **1989-1994**

- Managed large relational database and provided user support.
- Wrote queries and reports, handled troubleshooting and training
- Edited and produced publication of scientific promotional material
- Managed project from content development through printing vendor selection to proofs and final publication on time

_____ **C o m p u t e r   S k i l l s** _____

Computer proficiencies include several proprietary applications, as well as:

Power User	*Intermediate User*	*Used*
• All MS-Office software, particularly Excel and Word	• SharePoint site creation	• Pivot Tables
• Protégé, FileNet	• SharePoint Developer	• Dreamweaver
	• HTML, CSS, XML	• MS-Access

_____ **E d u c a t i o n** _____

Hebrew University, Jerusalem, Israel

- M.S. (cum laude) in Biological Chemistry
- B.S. in Biology with minors in Mathematics and Computer Science