SHERRY R MACBETH
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Experience

06/2005 – Present   Self Employed – Freelance Writer and Website Creator
During my self employment I have worked in several areas.
- Website design and content creation. I have knowledge of HTML coding, MySQL databases, and CSS. I know how to use FrontPage, FTP and Cpanel to upload and edit pages.
- Website maintenance.
- Word processing, writing and editing content for several companies, including an online astrology and tarot company, which included uploading of content for generated reports and answering support emails, as well as for Hirewriters, Natural News, and private clients.
- Supervising of online operators working as a contractor for an entertainment company who offers services via text, MSN, and email. My main role was as a moderator and supervisor for a team of operators. I worked on an online platform that allowed me to monitor incoming and outgoing messages for quality control and PPP regulations. I also helped troubleshoot issues between operators and users when necessary.
- I have also written and edited e-mail newsletters, updated business social networking sites, and setup email and user accounts for a variety of programs.

9/2010 – 04/2012   Ask The Answer (FG team/Pure Predictions), Cambridge, England
Writer and Moderator
- . Moderating a team of tarot text operators for content and quality control, and PPP adherence
- Writing articles for the Ask The Answer client newsletter
- Promo writing

5/2006 – 9/2010   Astrocentre UK Ltd., London England
Tarot Consultant and
- Answering questions submitted by clients through the Astrcentre.co.uk website using the Marseille deck within a 48 hour time period.
- Follow up queries on readings
- Writer of website content for astrology reports.

5/2003 – 04/2004   Torex, Banbury, United Kingdom
1st Line Support (£12,000)
Working with a team to support surgeries and hospitals running software and networks .
- Logging of all incoming calls, e-mail and faxes using Oracle and SQL
- Updating and follow up on existing calls
- Support of Windows and Clinical software (Synergy, Premier, System5, System6)
- Training end users on the use of applications.
- Upgrade and patch installation via PCAnywhere (ie., Torex Connect)
- Support of PC hardware and peripherals (Printers, scanners, network cards)

12/2000 - 7/2002   eCollege, Denver, Colorado, USA
Internal Support Engineer ($28,000 USD)
- Working with a team to support company network and users as well as remote and field engineers.
- Written content for online courses (description of course, requirements)
- Organizing and teaching informational classes on various end-user subjects such as MS

Office 2000 programs and features.
- Maintaining IS problem/solution database using Teamtrack, and executing timely follow-up on all issues.
- Maintaining internal support trouble solving website.
- Maintain documentation of supported software and class material.

EDUCATION

10/1991 Queensboro College US-NY-Queens Basic course (non-credit) computer sciences working with DOS operating system

2/1990 United States Army US-S. Carolina-Ft. Jackson Full time, active duty. Wire systems installer. Released with medical discharge.

6/1987 Grover Cleveland High School - Graduated US-NY-Ridgewood Graduated with a state regents diploma. Majoring in English and Literature.

References
Available on request.

Online Portfolio: https://sherrymacbeth.journoportfolio.com/

Sites I have done work for:
Hirewriters.com
Naturalnews.org
Upwork.com
Ukcopify.com
Lifehack.com
Probloggers.com
Greatcontent.com