Doug Couch
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Goal:

- Creating a supplementary income through independently contracted office-oriented piecework, or part-time or full-time employment.

Skills:

- Office
  - Microsoft Word, 64wpm
  - Microsoft Outlook
  - Microsoft Excel
  - Microsoft PowerPoint, Microsoft Publisher, Adobe InDesign
  - Microsoft Access
- Proof of Delivery, Claims
- Phone Sales & Customer Service
- Web Sites: DreamWeaver, PhotoShop

Professional Employment Summary:

- Office Assistant, Traffic Dept., Bridgestone/Firestone, Inc., Ontario, CA
- Clerical temp assignments:

- Word Processing, Goodwill Industries, San Bernardino, CA
- Executive Secretary, Facilities Dept., Kaiser Permanente Hospital, Fontana, CA
- Office Assistant, Traffic Dept., Bridgestone/Firestone, Inc., Ontario, CA
- Sales & Customer Service, Executive Greetings, Inc., New Hartford, CT
- Clerical Assistant, Executive Offices, The Torrington Company, Torrington, CT
- Data Entry, Macro Creation, Rumba Software, Bausch & Lomb, CT
- Aged Accounts Follow-up, Billing Dept., Sharon Hospital, Sharon, CT
- Other assignments: Kelly Services, AppleOne, Covenant Staffing, Agentry Staffing, Trueblue

Education:

- OJT, Jerry L. Pettis Memorial Veterans' Hospital, Loma Linda, CA
  - 1-year full-time OJT, Information Resources Management Dept.
  - Duties: help desk, on-site work station & peripheral troubleshooting, PC assembly & board level troubleshooting, twisted pair cable creation, data cabling installation, hardware product testing, software installation, MUMPS language training
  - Introduced department to WordPerfect and created a staff instruction manual
- AA Degree, Computer Science, San Bernardino Valley College, San Bernardino, CA
- Diploma, Alvord Adult Evening School, Riverside, CA
- Honorable Discharge, US Air force, Photographer (completed 2 Photography Schools)
- Accounting classes:
  - Financial Accounting
  - Managerial Accounting
  - Intermediate Accounting I

Current Volunteer Work:

Alternatives to Violence Project Antelope Valley (AVPAV), Lancaster, CA *(www.avpav.org)*

- Cofounded AVPAV in 2005, a subsidiary of AVPH, a local 501(c)(3) *(www.avph.org)*

Skills / Duties

- Public relations networking, setting up promotional tables and booths, answering inbound inquiries, interfacing with and occasionally assisting state, national and international AVP organizations
- Promotional materials
- Web site: www.avpav.org
- Facilitating workshops, training and supporting facilitators
- Revitalizing other similar groups in southern California

Accomplishments Overview for AVPAV:

- Local community workshops, training staff for organizations, providing non-local community workshops
- Ongoing program of workshops for inmates in Tehachapi and other state prisons
- Facilitator lead training for other groups
- Assisted facilitators to attend state, national, international conferences
- Acted as liaison between AVP groups & people of Liberia since 2008, culminating in a program during 2013 assisted by AVP facilitators from Nigeria, UK and the USA

Other Volunteer Work:

- Foresters (nonprofit): Promotional tables at events (a donor/supporter of AVPAV) (*www.foresters.com*)
- Project Linus (nonprofit): Promotional tables at events, gift blanket distribution, annual Blanket Day assistance (*www.projectlinus.org*)

Job History 1993-2013:

- **Assistant Director** *(cofounder & volunteer)*
  Alternatives to Violence Project - Antelope Valley, **Lancaster, CA**

'05 - Present
Description:

Volunteer Work
A program under Antelope Valley Partners for Health, 501(c)(3), Lancaster, CA, providing experiential workshops in communication and conflict management

- Public relations networking, setting up tables and booths, answering inbound inquiries, interfacing with and occasionally assisting state, national and international AVP organizations
- Promotional materials
- Web site: www.avpav.org
- Facilitating workshops, training and supporting facilitators
- Revitalizing other similar groups in southern California

- **Self-employment - Web Sites**
  Doug Couch
  Internet - Connecticut & California
  '02 - '10
  Description:

  Create and maintain web sites

- **Self-employment - Proprietor**
  Desert Valley Gifts
  Lancaster, CA
  '05 - '05
  Description:

  Swap meet sales, nonprofit fund-raising

- **Self-employment - Newsletter Editor**
  AVP-USA, Inc., *(based in St. Paul, MN)*
  '04 - '07
  Description:

Volunteer work, later for a stipend per issue

- Cleared 3 quarter backlog
- Created half-page layout newsletters
- Purchased Adobe CS2 to improve newsletter
- Sent publication to printer
- Solicited articles
- Managed newsletter archive web site (still managing)

- **Self-employment - Driver for Union Rep**
  Mr. Bob Pezze, Torrington, CT
  '02 - '03
  Description:

Drove Mr. Bob Pezze, an AFSCME Union rep to locations in western Connecticut

- approximately 1.5 years
- ezzep@comcast.net (now retired)

- **Office & Clerical** *(multiple temp assignments, two agencies in Connecticut)*
  - **Agentry Staffing Services, Inc., Windsor Locks, CT** *(one assignment)*
    '01 - '01

  - **Kelly Services, Inc., Torrington, Connecticut** ***(multiple temp assignments)***
    '00 - '01
    Example assignments & duties:

    - **The Torrington Company, Executive Offices** (several times)
      - Asked for by name, with a 50% increase in pay
      - Last assignment 5-6 months
      - Confidential volume copying and binding of materials
      - Composition and layout of research data documents (example: for an internationally traveling VP, sending these to him en route)
      - Monitoring office supplies, order & resupply

- Reorganizing law books for in-house attorney, created a physical files management database, cleared email backlog
- Recreating reports in Microsoft Access to replace Crystal Reports documents
- Assisted in mail room
- Reorganized filing system in another department
- Installed laser and other printer cartridges

- **Executive Greetings, Inc.**
  - Inbound sales of custom imprinted stationery and other items
  - Customer Service

- **Office & Clerical** *(multiple temp assignments, multiple agencies in California)*
  Agencies, Periods & Descriptions:

- **Kelly Services, Inc.**, *(based in Detroit, MI through California local office)*
  '99 - '99
  General clerical duties.
- **Covenant Staffing, Inc.**, **West Covina, CA**
  '99 - '99
  General clerical duties.
- **Trueblue, Inc.**, *(based in Tacoma, WA through California local office)*
  '98 - '98
  General clerical duties.
- **Covenant Staffing, Inc.**, **Upland, CA**
  '98 - '98
  General clerical duties.
- **AppleOne Service, Ltd.**, **Fontana, CA**
  '96 - '96
  General clerical duties

- **Office Assistant** *(position untitled)*
  Bridgestone/Firestone, Inc.

West Coast Distribution Center, Ontario, CA
'94 - '95 *(plus one year as temp)*
Description:

Permanent hire from temp assignment. Laid off with others during changes in the company. Rehire was possible but unavailable per Supervisor (see letter of recommendation). 2.25 years total including temp assignment, as Office Assistant for Department Manager

- Shipping data entry
- Proof of delivery & claims, clearing 6 months backlog
- Answering department phones & redirecting
- Phone system administrator
- Presentations creation for facility manager
- BASIC programming to create (on site, in/out) tracking for ocean and rail containers
- Extensive filing and archiving, and improving file system organization
- Assisting with implementation of UPS computer, printer, and label printing system

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- **Office & Clerical** *(multiple temp assignments)*
  AppleOne Service Ltd., Fontana, CA
  '93 - '94
  Example assignments:

  - Goodwill Industries - Office Clerk
  - Kaiser Permanente - Executive Secretary
  - Bridgestone/Firestone, Inc.,
    West Coast Distribution Center, Traffic Dept. - Office Assistant, **hired**

    Duties *(all positions)*: Typing/word processing, filing and archiving, computer organization, data entry, presentation materials, copying, scheduling meetings and conference rooms with internal/external management, confidential phone messages management, phone system administration, answering phones and redirect, inventory, supplies monitoring and purchasing

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References:

- **Jean Varden**, Director of School Age Programs, Antelope Valley Partners for Health *(professional reference)*
  661-942-4719 *(AVPH - www.avph.org)*
  jvarden@att.net
  In addition to Jean Varden's work with AVPH, she is a facilitator with our nonprofit, AVP-AV. Additionally, AVPH is the 501(c)(3) umbrella under which AVP-AV operates.

- **Marian Bogan**, Counselor, New Beginning Outreach Foundation *(professional reference)*
  661-940-3330, 661-466-5533 *(NBOF on facebook)*
  mjbogan49@gmail.com
  In addition to Marian Bogan's work with NBOF, she is a facilitator with our nonprofit, AVP-AV.

- **James Jones**, Executive Director, New Beginning Outreach Foundation *(professional reference)*
  661-940-3330, 661-466-5533 *(NBOF on facebook)*
  In addition to James Jones' work with NBOF, he invited our AVP-AV group to train his staff on location at NBOF.

- **TC Weeks** *(personal reference)*
  Mr. Weeks was my neighbor from 2005 through 2015 and is a retired Lockheed employee after 30 years of service. He prefers to be called "TC". Contact information available.

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