

**Nadia Charles**

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**Education** MSLIS, C.W. Post, Palmer School of Library and Information Science *May 2007*  
B.A Political Science and International Studies, SUNY Cortland *May 1999*

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**Career History** **Deloitte Services, LP** *May 2006-current*

**Records Supervisor, Boston, MA**

- Continuously foster personal and professional development for a Records Management team.
- Maintain the internal data and knowledge sharing networks for the Records Management team.
- Monitor compliance with established Records Management business processes.
- Implement Records Management process improvement efforts to improve service, safeguard client records and meet records policies.
- Effectively maintain relationships with offsite storage vendors.

**Project Specialist, New York, NY**

- Supported the Northeast Region Records Management team by developing and monitoring reporting and tracking tools to ensure compliance with various Records Management processes.
- Effectively supervised a team of twelve in a regional records destruction project spanning four offices.
- Efficiently maintained logistical control over all aspects of records destruction project including vendor delivery and pickup coordination, records audits and all corresponding electronic and paper tracking measures.
- Wrote and edited final versions of four policies and procedure documents to ensure compliance with established Records Management policies.

**Records Specialist, New York, NY**

- Successfully co-led a team of six members in a change management initiative leading to the collection and processing of ~30,000 client records within a five month period.
- Assisted in streamlining records management policies and procedures.
- Assisted in the management of the Deloitte Records Management System for the purposes of data integrity.
- Successfully entered, tracked and safeguarded client records.
- Consistently provided excellent customer service.

**The International AIDS Vaccine Initiative, New York, NY**

*August 2005-April 2006*

**Information Specialist**

- Successfully managed a records management system.
- Effectively handled the digital conversion of paper to electronic records.
- Maintained a secure archive.
- Reassessed current procedures and introduced process improvement strategies for streamlining Records Management processes.
- Affirmed the integrity of the archive by enhancing client relationships.

**Ameristar Casinos, Las Vegas, NV**

*November 2004-May 2005*

**Information Assistant**

- Assisted in the implementation of a records management system.
- Successfully completed an archives transition project requiring the removal and processing of approximately 3000 sq. ft. of paper, media and blueprint records.
- Indirectly supervised and trained three employees in the archives transition process.

**Peace Corps, Cameroon, Central Africa**

*June 2003-June 2004*

**English/HIV/AIDS Educator**

- Successfully taught English and AIDS education to 360 secondary school students.
- Founded the Girls' Club, the HIV/AIDS Club, and co-advised the English club.
- Influential in implementing Bilingual Friday's.
- Introduced a library renovation project.

**Barclays Capital, New York, NY**

*September 2002-May 2003*

**Research Assistant**

- Consistently provided research assistance to investment portfolio managers.
- Effectively utilized financial investment research tools to provide investment research.

**Resource Solutions, New York, NY**

*January 2002-April 2002*

**Database Administrator**

- Consulted in the implementation of a new personnel database for recruiting purposes.
- Effectively assisted in the management of a database designed to track recruiting efforts and current employment status.
- Consistently coordinated recruitment of temporary, contract and consulting personnel.

**Resource Solutions, New York, NY**

*September 2000-May 2001*

**Recruitment Coordinator**

- Consistently coordinated recruiting efforts and fulfilled headcount requirements.
- Effectively coordinated new hire process.

**Skills**

**Applications:** MS Office 2007, Photoshop 6.0, Adobe Reader/Writer, Visio, Outlook 2007

**Records Management:** RMS, ERMS, RMS to ERMS Conversion

**Web/Database Design:** HTML, XHTML, CSS, PHP, MySQL, MS Access 2007

**Hardware:** PC, MAC, Installation, Troubleshooting, Office Machines

**Languages:** French, Spanish

**Certifications:** Project Management, Certified New York State Librarian

**Associations:** ARMA, AIIM, SAA