



Harriet C. King

www.harrietTheHelper.com

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(906) 281- 7122

Teaching students to be confident, prepared, and independent in computer skills, math, writing, business, music, and more by utilizing my uniquely qualified combination of education, experience, and creative extrovert disposition. Promoting education and providing solutions to demystify technology.

Accomplishments

- Changing lives by helping computer customers to digital independence and comfort over 4 years.
- Teaching math, business, programming, music, art, and computer literacy over 20 years.
- Designed, programmed, and supported multiple engineering software applications over 7 years.
- Analyzed and maintained accounting systems which led to 40% time savings on required reporting.
- Volunteer executive leadership over 25 years of community non-profit organizing and fundraising.

Current Employment

Owner and Expert Computer Helper

Mar 2012 – present

Train, troubleshoot, solve. Expert personalized, compassionate, and confidential help to cure frustrations using computers. All ages and experience levels, individual and business consulting and solutions.

Adjunct Faculty

Jan 2013 – present

Finlandia University, Hancock MI. Teaching MAT146 Geometry for Artists; BUS125 Business for Artists; and ARD240 Digital Modeling and Rendering

Bookkeeper

Jan 2016 – present

Great Lakes Accounting, CPA, Houghton Michigan. Responsible for payrolls, payroll and sales taxes, investment reporting, and general bookkeeping for diverse clients.

Education

Michigan Technological University

Master of Science degree in Computer Science, 3.85 GPA **2012**
"The Effects of Motivation on Competency".

Bachelor of Science degree in Computer Science, 4.0 GPA, Summa Cum Laude **2004**

University of North Carolina at Greensboro

Master of Education degree in Art Education, NC Graduate Level Certification: K-12 Art **1991**

University of California at Berkeley - Bachelor of Arts degree in Studio Art **1985**

Publications

- King, Harriet, Robert Pastel, Paul Ward, and Charles Wallace, "Extrinsic Motivation Impairs User Performance", *Human Factors and Ergonomics Society International Meeting*, September 2013.
- Kumar, Shreya, Leo Ureel II, Harriet King, and Charles Wallace, "Lessons from Our Elders: Identifying Obstacles to Digital Literacy through Direct Engagement", *The 6th International Conference on Pervasive Technologies Related to Assistive Environments*, ACM International Conference Proceedings May 2013.
- King, Harriet Cook, Understanding "Just Enough" Computer Users: Motivation Style and Proficiency, Masters Thesis, Michigan Technological University, 2012.
- King, Harriet and Ruimin Zhang, A Webcam Based Face Tracking Game, Poster and software demonstration, Michigan Celebration of Women in Computer Science, March 2011.
- Interviewed and quoted in "Graduate CS & IT Programs", *Diversity/Careers in Engineering & Information Technology*, Volume XX Number 3, Spring/Fall 2011, page 56.

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Previous Employment

- Coordinator Graduate School Communication Assistance Program** **Jan 2014 – Aug 2016**
Michigan Technological University, Houghton MI. Technical copy editing and formatting theses, dissertations, and professional articles.
- Software Developer** **May 2011 – Aug 2011**
Keweenaw Research Center, Michigan Technological University. Improved to completion the critical control communication software using Visual C++ with .NET for large concrete placement machinery guided by robotic survey tools.
- Software Engineer, Sales Engineer** **May 2007 – Dec 2010**
Plastic Flow, LLC, Houghton, Michigan. Designed, implemented, tested, and deployed 3-D interactive graphics software simulating polymer flow for mechanical engineering and manufacturing using C++ with VTK graphics library, QT GUI components, and Simmetrix meshing libraries.
- Software Developer, Manager of Managed Services, Sales Engineer** **Jan 2004 – May 2007**
Consistacom Inc. an Avaya DevConnect Partner, Houghton, Michigan. Implemented and delivered to market IP Telephony management software using C++ with SQL and LDAP databases. Responsible for planning and supervising upgrades, rollouts, and maintenance on global systems in IP Telephony call flow management software. Subject matter expert in Avaya IP Telephony Management Systems.
- Cost Accountant** **Aug 1985 – Aug 1988**
Blue Cross Blue Shield, Durham, North Carolina. Analyzed, streamlined, and maintained cost accounting work flow and which led to time savings of 80% on required annual reporting.

Professional Organizations and Honors

- National Tutoring Association, member since 2014
- Upsilon Pi Epsilon, international honor society, Michigan Technological University, 2011
- Summa Cum Laude at BS degree graduation, Michigan Technological University
- Cum Laude at high school graduation
- Outstanding Academic Achievement in Math, 4 awards, Michigan Technological University 2001 – 2004

More Teaching Experience

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|----------------------|-------------------------------|--|
| • Volunteer Tutor | Novice Computer Users | Public Library (ongoing 4 years) |
| • Art Teacher | painting or ceramics | Community Arts Center (ongoing 20 years) |
| • College Instructor | Creating Your Success | MTU (1 semester) |
| • Lab Instructor | Beginning Java Programming | MTU (2 semesters) |
| • Co-Coordinator | Summer Arts Camp | Community Arts Center (2 years) |
| • College Instructor | Art for Teachers, Graduate TA | UNC - Greensboro, NC (1 year) |
| • Student Teacher | K-12 Art | Greensboro, North Carolina (1 semester) |
| • Life Teacher | Mother and Grandmother | 1990 - present |

Technical Skills

- Programming Languages: C, C++, Visual C++, .NET, Java, HTML, CSS, SQL
- Operating Systems: Android, Microsoft, Linux, Unix, Apple
- Databases: Interbase, LDAP
- Software Libraries: OpenGL, QT, VTK, Simmetrix Meshing, TMS, QHULL
- Development Environments: Eclipse, Borland C++ Developer, MS Visual Studio
- Website implementation and maintenance: FileZilla, DreamWorks, Adobe Illustrator, WordPress
- Office and Accounting: QuickBooks, MSOffice, OpenOffice, Adobe Creative Suite, Data & File Organization, Giftworks, Sketchup, Mint, Squareup, Camtasia, WebEx, GoToMeeting, BigTime, and much more