

**SUSAN M. GAINES**  
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My indexing career began in 2005 upon completion of the USDA indexing course through UC Berkeley. Working with my mentor, Joanne Sprott of AfterWords Editorial Services, I rapidly developed the experience and skills needed to become a successful indexer. I have written and edited documents, research proposals, articles, collateral material, etc. for many different genre including zoology/biology, energy industry, real estate, medicine and medical research, animal husbandry, computers/software and ecology/conservation. My diverse background has been a valuable asset for indexing, allowing me to create a knowledgeable and precise index on nearly any subject matter.

I also have over 20 years of experience as a graphic designer, and have designed and managed Web sites for over 10 years.

## **Résumé**

Feb. 2004 – present                      Book Indexing                      self-employed

After completing an online course through the University of California at Berkeley, I began a new career as a book indexer. This unique and specialized area is highly competitive, but with the aid of my mentor, I have established myself as a successful indexer covering widely diverse subject matter. Please view my Web site for sample titles and client reviews.

<http://www.suegaines.com>

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Nov. 2005 – May 2008                      Marketing Communication/  
Graphic Design                      FuelQuest, Inc.

This small, fast-paced fuel software company needed a true “jack-of-all-trades.” I took on responsibility for all graphic design and output, design and management of corporate Web site, copywriting and editing for collateral materials, assisting w/ event coordination, maintain and control all equipment and processes around mailroom, copyroom, and office supplies. I even repaired the ice maker!

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Jan 2002 – Feb. 2004      Senior Graphic Designer                      Terry Productions

Position required long-term experience in design and create with fast turnaround under pressure. Client projects included catalogs, brochures, and other print pieces as well as large format display and signage, presentation designs, and website designs. Expertise in Adobe Photoshop, Macromedia Freehand, Adobe Illustrator , Macromedia Flash (with some Action Scripting), Quark Express, Microsoft PowerPoint, Macromedia Fireworks and Dreamweaver, Microsoft Excel. Proficient on both Windows and Macintosh platforms.

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Feb.– Dec. 2001          Presentation Graphics Supervisor          Bowne Business Services (at Enron)

[Previous employer outsourced graphics and support functions to this company.] Duties include same as below, with the additional responsibility as supervisor of the Presentation Graphics group of 7 presentation artists. By bringing needed leadership, organization and training to this group, I was able increase the level of service to the client.

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1999 – Feb. 2001          Senior Graphic Specialist/          Enron

Along with marketing team, coordinated and created all marketing support materials for Enron International: presentations, event planning, promotional items and awards, advertisements, brochures, newsletters, tradeshow, internal and external marketing campaigns, etc. Developed internal resources for use by the entire group including a 7,000 image searchable database.

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1995 – Aug. 1999          Graphic Designer/  
Production Manager          Terry Productions

Responsible for all aspect of client projects from design to output as well as in-house support/promotional materials. These included: slides, on-screen presentations, large-format tradeshow graphics, newsletters, brochures, annual reports, marketing/ mailing pieces, educational/demonstration graphics, photo manipulation and retouching, software training, file conversion and transfer. Required expertise in all mainstream graphic/design software packages on both Windows and Mac platforms, knowledge of prepress and printing, photographic concepts and processing, laminating and mounting techniques and materials. Prepared files for output to digital cameras, digital photographic printers, large-format ink jet printers, high-end color copiers, and film separations. As production manager, responsible for supervision and training of production and imaging staff, coordination and monitoring of work flow, maintenance of archives of all client and in-house jobs and daily backup system.

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1991 – 1994          Graphic Designer / Marketing          Ernst & Young

Custom designed, coordinated, and produced printed marketing, client-service, and in-house material, including proposals, brochures, slide and overhead presentations, newsletters, and interactive/on-screen presentations. Coordinated and maintained production log and other database files, performed copy writing and editing. Interacted heavily with client-service staff, primarily partners, on a daily basis to determine project and client needs from a marketing/design perspective. Consulted and coordinated with service bureaus regarding imaging, color separations, printing, slide production, supplies, etc.

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1987 – 1991          Microcomputer Specialist          Ernst & Young

Performed hardware purchase, configuration, installation, and trouble-shooting for personal computers (DOS and Macintosh formats). Purchased and installed software and provided support and training for all software used by the office, both “off-the-shelf” and custom. Purchased and installed hardware for an Ethernet/Local Talk network between three Houston offices. Conceived, designed, and implemented fully automated database applications for in-house functions, including human resource information system, client/prospect mailing list system, and client record library system.

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1982 – 1987    Animal Resources Manager

University of Texas System Cancer Center  
M.D. Anderson Hospital & Tumor Institute  
Department of Tumor Biology

Initiated and maintained departmental breeding and research colonies utilizing skills in animal husbandry, research technique, laboratory procedures, surgical and sterile technique. Developed computerized record keeping systems to produce statistical reports, cost information, breeding efficiency reports, cage cards, etc. Designed automated spreadsheets for manipulation of research data obtained from digital, analog, or manual sources. Coordinated procurement and installation of PC equipment, software, and peripherals.

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1977 – 1982    Zookeeper / Senior Zookeeper

Houston Zoological Gardens

Served as zookeeper in Infant Animal Care facility. Promoted to senior zookeeper of Children's Zoo, supervising a staff of 10 to 15 persons. Responsible for public relations and education, all aspects of animal care and training, and facility maintenance.

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## **Education**

1972 – 1976    Texas Tech University

Bachelor of Science

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References: Available upon request.