

LOPRODUCTS, LLC

LILLIAN O. CLEMONS

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RESEARCH TECHNOLOGY SPECIALIST

Using Research to Get At The Heart of Effectiveness in
Businesses and Organizations

- Ability to think both strategically and tactically
- Strong analytical skills, able to see and show results with data
- Impeccable attention to detail
- Demonstrated ability to manage multiple projects - work prioritization, planning and task delegation
- Proven track record of taking ownership and driving results
- Exceptional interpersonal and communication skills
- Possession of a professional demeanor and comfortable working with executives, teams, vendors, third-party merchants, and other partners



TECHNICAL RESEARCH MANAGEMENT & PROGRAM EXPERIENCE

OWNER

LOProducts.com

2007- present

Major Functions: We are a multi-service research organization FOCUSING on the critical benchmark and competitive analysis. LOProducts, LLC uses cutting-edge technology and software to gather high-quality industrial intelligence, candidate sourcing, and sales lead information. (See Business Contracts Attachments)

COORDINATOR

Academic Technology Services

2005- 2006

Major Functions: Actively manage and support Academic Technology Services regarding both student (13,000) and academic (500) Help Desks in the areas of training, supervising, researching and resolving information technology problems, policy questions and establishing effective customer service procedures. Collaborate with College Technology Managers (CTMs), Instructional Design Center (IDC), and other computing policy committees such as Academic Operations Group (AOG), Academic Policy Advisory Committee (ACPAC).

EXECUTIVE DIRECTOR

Chevy Chase Community Center

2002-2004

Major Functions: Establishment and management of human services programs to meet community needs, including emergency food pantry, clothing bank, children's summer feeding program and unemployment help center; complete financial management, including budget planning, fundraising and grant writing; contract administration; purchase approval; staff supervision; volunteer coordination; development of partnerships with university, non-profit agencies and community groups

TECHNICAL BUSINESS EDUCATOR

ICM School of Business and Medical Careers

1998-2001

Major Functions: Development and instructional delivery of System Analysis and Design class based on team dynamics methodologies; instructional delivery of technical courses including Word 2000, Excel 2000, PowerPoint 2000, ANSI COBOL and C/C++; utilization of classroom enrichment activities; student career planning and advisement; coordination of field trips, guest speakers, forums and networking opportunities for students

CORPORATE EDUCATOR/ TECHNICAL PROJECT MANAGER

First Commonwealth Bank

1993-1998

Major Functions: Team development and administration of corporate training programs impacting 800 bank employees; instructional delivery in product line, regulatory compliance, coaching, customer service and relationship building for 200

bank employees; management of software conversion project resulting from merger situation; management of regulatory compliance project involving new automated banking system

EDUCATION

MASTER OF ARTS – ADULT EDUCATION/COMMUNICATIONS TECHNOLOGY

Indiana University of Pennsylvania – Indiana, Pennsylvania

SPECIALIZED ASSOCIATE IN COMPUTER MANAGEMENT

Institute of Computer Management and Medical Careers – Pittsburgh, Pennsylvania

BACHELOR OF ARTS – PSYCHOLOGY

Minor: Sociology

Indiana University of Pennsylvania – Indiana, Pennsylvania

POLLEY ASSOCIATES REAL ESTATE SCHOOL

Real Estate Practices and Fundamentals

Greensburg, PA

CERTIFICATION

HDI Manager Certification, Certified Help Desk Manager

Awarded: 2006

CompTia A+ Certification Hardware Core and Operating Systems Technologies

Awarded: 2006

Certiport, Inc. Microsoft Specialist Program

Microsoft Office Specialist Access, Power Point MS Expert Excel

Awarded: 2006

RESEARCH AND VIRTUAL PROJECTS

https://www.upwork.com/o/profiles/users/_~01b8a04255df5976c6/

60th Birthday Party

Administrative Assistant

Consistency

Area under a curve Project

Convert Text Files to Excel Spreadsheet

Data Conversion from Excel to Word

Database Cleanup and Merge using Excel

Detailed Person For Ongoing Database Entry Work

Enter Auto responders to Aweber

Fashion Industry Research

Find top 10 realtors in Spokane, WA

Find Your Spinach Mailing List

Finding Graduate Level Class

Formatting Microsoft Word document

Generate Contact List at U.S. Universities

Hotel lead generation

Informational Research: Cancer Treatment Options

Invite only for LOProducts

Language Class in Chicago Area

Leads Generation - North America

Mailing List Needed Extracted from Excel Files

Market research

Online market research and contact database

PowerPoint Slide Design Background

Research

Research on Twins / Multiples

Research Project

Research Project

Sales and Lead Generation

Sales Leads Generation - Canadian Market

Survey Monkey

Small Bus. Contact Info

Stats and facts needed

travel coordinator to book flights, hotels, cars..

Upload email lists

Urgent Admin support required - Weekend work!

Urgent Data-related project using Excel

US Lottery Statistics Research

VA Assistant - help book camping trip in Seattle

Virtual Assistant - Research Specialist

Wanted: Craigslist Ad Poster

Water and Health

BUSINESS AND COMMUNITY INVOLVEMENT

SUMMARY OF (INDIANA COUNTY) COMMUNITY AND BUSINESS DEVELOPMENT PROJECTS:

- As an **Active Volunteer Board Member** of a local community center, I co-initiated, planned and directed annual "I Helped" Golf Tournament, a five-division event that benefited help center providing economic and social independence for newly unemployed and underemployed citizens
- **Community Activist** as representative for "Livable Indiana Neighborhood Connections" and provided testimony on various projects in the Chevy Chase area of White Township. This intersection includes four legs that converge at odd angles, which creates a wide expanse of pavement and confusion for drivers. She indicated that the intersection is difficult for pedestrians to cross and the stop signs are ineffective.
- As **Executive Director** of a local community center, I coordinated the annual Indiana County Independence Day celebration, with some 15,000 in attendance, to raise money for the Chevy Chase Community Center.
- As Executive Director, I sought out, partnered with and actively promoted a community wide initiative to support troops through a program known as "I-CARE" (Indiana Cares for American Reserves and Enlisted Troops). This initiative provided toys, shoes, school supplies, personal care items and supplies to the Afghan people; involved community members, organizations, churches, businesses and children from Chevy Chase Community Center's after-school tutoring project
- As a **bank system analysis**, I oversaw account conversion project valued at up to \$20M and involving integration of existing financial applications from 3 merging banks; performed data analysis, auditing and streamlining and ensured compliance with regulatory guidelines
- Promoted black history awareness by participating in the 27th Annual Conference on Black History

AWARDS AND HONORS: LOProducts.com

- NAACP Bill Shane Diversity Award (2017)
- AAUW Notable Women (2015)
- ATHENA Award nomination for leadership, community service, professional excellence and assistance to women (2003)
- U.S. Marine Corps Reserve Toys For Tots Commander Award (2003)
- United Way of Indiana County Bronze Award (2003)
- Pennsylvania Prison Society, Prison Run-A-Thon Participant/Recipient of Funds (2002, 2003)
- Association of Information Technology Professionals [Five Consecutive Years of Membership Award](#) (1999), Silver Award (1998) and Bronze Award (1997)
- Data Processing Management Association Region XI Outstanding Student Award (1992)

PAST COMMUNITY INVOLVEMENT AND AFFILIATIONS

- [Chamber of Commerce](#): Indiana County
- [Community Guidance Center Board of Directors](#)
- [Comp-TIA](#) - The Computing Technology Industry Association
- [HDI-Leading IT Service and Support](#) - Certified Help Desk Manager
- [Indiana Business Women Club](#)
- [IUP African American Cultural Center Advisory Board](#)
- [IUP New Choices/New Options Advisory Board](#)
- [National Association for the Advancement of Colored People Board of Directors](#)
- [Presbyterian of Kiskiminetas Board of Directors/Self-Development of People Committee](#)
- [American Association of University Women](#)
- [Association for Information Technology](#)
- [Indiana/Armstrong MH/MR Board of Directors](#)
- [Indiana County Children's Advisory Commission](#)
- [Indiana County Public Participation Panel](#)
- [Big Brothers Big Sisters Board of Directors](#)
- [United Way of Indiana County Bronze Award \(2003\)](#)
- Head Start Policy Council Board of Directors
- Indiana County Library New Century Member
- Commissioner's Advisory Board