

Leif Even Pettersen

e-mail (*primary point of contact*): leif at verycritical dot com

HIGHLIGHTS OF QUALIFICATIONS

- * Excellent communication skills and writing experience.
- * Six years (and counting) experience in intensive travel and working remotely
- * Live abroad for nearly five years, visited 45 countries, with a solid base or passable fluency in a number of European languages, including Spanish, Italian and Romanian.
- * Experience with web page design and software.
- * Adapts quickly to change and new experiences.
- * Highly dependable, punctual, and efficient.

RELEVANT EXPERIENCE

Freelance Writing

- Lonely Planet author (*Romania and Moldova 4, Tuscany & Umbria 5, Italy 8, Eastern Europe 10, Bluelist '07, lonelyplanet.com features and blog*)
- Regular contributor for *Global Traveler* magazine (www.globaltravelerusa.com)
- Work has appeared in MSN Buyer's Guides, *Travel Ideas* magazine (www.travelideas.co.za), *Postcards* magazine (Carlson Wagonlit Travel), *Travel Savvy* magazine (www.travelsavvymag.com), *Gadling.com* – 'the traveler's weblog', *Experience* magazine (www.experiencemagazine.com.au), *The Rake* (www.rakemag.com), MSN Ford Edge Minneapolis City Guide (<http://fordedge.msn.com>), *Rough Guide First Time Europe* (6th Edition) and *What Color is Your Jockstrap?: Funny Men and Women Write from the Road*.

Software - Technical Knowledge - Web Design

- Experience with Windows XP, MS Word, Excel, PowerPoint, Outlook, Lotus Notes, Visio, Dreamweaver, Fireworks, Firefox, Adobe Acrobat Professional.
- Extensive knowledge of HTML code writing and web page design.
- General technical knowledge and experience with personal computer hardware, laptops, printers, modems, scanners, phones, cellular phones (programming and usage), pagers and fax machines.

Public Contact - Phone Tech Support - Information Services

- Five years of working remotely and independently with a variety of contacts in travel journalism and tourism.
- First point of contact for Federal Reserve high speed electronic payments networks, including troubleshooting, maintenance, set up and on-call support.
- Monitored FedACH Central Business Application while assisting Federal Reserve districts with ACH operations needs and inquiries.
- Phone support and troubleshooting for PC hardware, software and FedLine network for Federal Reserve Bank offices and depository financial institutions.
- Extensive experience in public speaking and radio announcing.

EMPLOYMENT HISTORY

2003 – Present **Freelance Writer** VAGABONDING THE PLANET, Earth
2002 – 2003 **Senior Analyst** FEDERAL RESERVE BANK OF MINNEAPOLIS, Mpls, MN
2000 - 2002 **Business Analyst** FEDERAL RESERVE BANK OF MINNEAPOLIS, Mpls, MN
2000 **Production Support Analyst** FEDERAL RESERVE BANK OF MINNEAPOLIS, Mpls, MN
1999 - 2000 **Customer Service Rep.** FEDERAL RESERVE BANK OF MINNEAPOLIS, Mpls, MN
1997- 1999 **Administrative Specialist** FEDERAL RESERVE BANK OF MINNEAPOLIS, Mpls, MN 1994 -1997
Switchboard Operator FEDERAL RESERVE BANK OF MPLS, Mpls., MN
1994 -1995 **Sales Representative** BEST BUY CORP., HOME OFFICE DEPARTMENT, MN
1989 -1993 **Communications Rep.** U. OF MINNESOTA HOSPITAL AND CLINICS, Mpls., MN

EDUCATION

B.A., Theatre Arts from the U. of Minnesota, Twin Cities 1993