

## SUMMARY

A+ and VB Certified, subject matter expert and courseware design consultant with expertise as a content developer. Effective oral, written and graphical communicator with the ability to articulate technical information to a staff with a variety of learning styles. Dynamic team leader and proactive contributor, employing a positive work ethic to achieve goals in a fast paced, changing environments.

## SELECTED ACCOMPLISHMENTS

- Created a programmatic design flow that resulted in the production and marketing of a comprehensive courseware creation design tool. Sold 150 units within the first month to market, which exceeded projected targets and generated revenues in excess of \$115,000.
- As an established computer consultant troubleshooting computer problems, assisting diverse business and individual clients with first time purchases, hardware/software installations, web site designs, desktop publishing and tutorial services.
- Certified Instructor Arizona State Community College Level.

## COMPUTER SKILLS

MS Office XP | 2K | 97  
MS Visual Basic .NET | 6 | 5  
Wise Installer 8.0  
Adobe PhotoShop 7.0  
Docs Open 3.x, DM 5

Delta View 2.5  
Rightfax  
RoboHELP 9  
MacPac

Win XP, 2K, NT, 9.x  
FrontPage XP, 2K, 98  
HomeSite 4.0  
VBA & VB Script

## PROFESSIONAL EXPERIENCE

Fennemore Craig, Phoenix, AZ

03/00 - Present

### Training Coordinator

- Responsible for new employee training programs, developing and implementing performance improvement training programs for existing employees.
- Author of all training curriculum and materials, including instructor manuals, end-user manuals, quick reference guides, help database, internal newsletters and training Intranet Site.
- Project Manager for IT department initiatives as needed.

Hanlon Brown Design, Chandler, AZ – Portland, OR

08/00 – 11/00

### Web Design / Account Executive

- Web Design specialist utilizing HTML, DHTML, Java Script & VB Script.

ComputerPREP, Inc., Phoenix, AZ

05/99 – 07/00

### Supervisor Custom Learning Solutions

Managed a staff of six in the development and creation of Custom Learning Packages.

- Gathered and disseminated knowledge of Custom Learning Solutions product line to internal and external sales staffs. *T3, T4, Custom courseware development, and products, CoursewareWizard™ {Automated Courseware Development Tool}, CustomPREP™ {Library of proprietary content with customization software}, Printing Solutions, Quick Reference Cards.*
- Deployed sound budgetary strategies that integrated with company philosophy

#### **T4 / CEU Program Manager**

**A+ | Network+ | I-Net+ Certifications**

- Managed the implementation and delivery of the Train-The-Trainer (T3) {MCT Presentation Skills} Train-The-Trainer-With-A-Topic (T4) product line. *Targeting High School and College Instructors, Independent trainers or trainers for large corporations whose students are entry level technical microcomputer professionals.*

#### **CoursewareWizard Product Manager - CoursewareWizard™**

##### **Created | Designed | Programmed using Visual Basic 6**

- *A comprehensive courseware creation tool with a highly graphical, user-friendly interface that quickly leads the perspective writer through an overview of courseware design and allows them to start writing in the proposed design methodology. The resultant courseware can be developed with either Microsoft Word 97 or Word 2000.*
- Conceptualized and managed the deployment and marketing strategy, upgrades & enhancements, customer support and integration into existing products and service functions.

#### **Related Contributions**

- A+ Certification SME {Subject Matter Expert}, Content Developer, Instructional Design Document Team Participant, Instructor Resource Creator
- Created CEU approved matrices, Instructor/Student Guides, syllabi, PowerPoint presentations
- Coordinated with a 30 person sales force in creating proposals and contracts

Pc Associates Ltd., Phoenix, AZ

**09/95 – 12/02**

**Home based business** - Troubleshoot and successfully resolve diverse computer problems for business and individual clients.

Phoenix Baptist Hospital, Phoenix, AZ

**12/89 – 6/98**

#### **Nuclear Medicine Technologist**

- Developed & marketed software user manual for Nuclear Medicine equipment
- Liaison to Radiation Safety Committee & Arizona Radiation Regulatory Agency
- Clinical Supervisor for Nuclear Medicine students from Gateway Community College

### **CONTRACTED & EVENING POSITIONS**

University of Advanced Computer Technology, Tempe, AZ

**01/00 – Present**

**Undergraduate Faculty: Instructor- Evenings Visual Basic 6 Level II – A+ PC Technician**

ComputerPREP, Inc., Phoenix, AZ

**07/00 – Present**

**Visual Basic Programming and Consulting, Instructor Resource Creator for Network+**

Long Technical College, Phoenix, AZ

**03/00 – 06/00**

**Faculty Member Net+ Program – Evening Program - A+, Access97, Visual Basic 6**

Gateway Community College, Phoenix, AZ

**01/99 – 05/99**

**Adjunct Faculty Member – Evening Program Visual Basic 5 Level I & Level II.**

### **EDUCATION**

**BS Chemistry - Wagner College, Staten Island, NY**

**Concentration:** Nuclear Medicine Technology

**Completed:** VB5 Fundamentals & Mastering VB5, VB6 Desktop & Distributed Application, Mastering Distributed Application Design and Development Using Visual Studio 6.0