

Technical Trainer ■ Web Consultant ■ Program Administrator ■ Account Manager

SUMMARY

Versatile technical trainer, writer and project implementation lead.
Experienced in Office applications; Web design; consulting and customer service.
Savvy IT bridge-builder providing service technology companies and their clients efficient and results-oriented communication.

Target focus: Technical training, writing and software implementation.

COMPUTER SKILL SET

Office Applications	Web and Programming	Graphic Design
MS Office, Publisher, Project	HTML, CSS	PhotoShop
Adobe Acrobat	Visual Studio	InDesign, Quark Xpress
Lotus Notes	Dreamweaver	Illustrator
ACT client management	MS SQL Server	Flash
Quicken financial software	ASP	Fireworks
Hardware and Windows networking familiarity	Homesite, 1 st Page, Textpad, CoffeeCup code editors	
Blackberry & Palm OS	MS FrontPage	

CERTIFICATIONS & TECHNOLOGY TRAINING PROGRAMS

- Adobe ACE (Adobe Certified Expert) in Dreamweaver, Flash and Photoshop CS3
- Adobe ACI (Adobe Certified Instructor)
- IC3 (Internet and Computing Core Certification)
- i-Net+ (CompTIA Internet Certification)
- CTT+ (CompTIA Certified Technical Trainer)
- CIW-CI (CIW Certified Instructor)
- Master CIW Designer (Certified Internet Webmaster)
- MOUS (Microsoft Office User Specialist) in PowerPoint and Excel 2000
- Microsoft Select Licensing, Apple, Networking 1, Server 2 (CDW University)
- Completed Project Management, PMP/CAPM foundations and Microsoft C#.Net training.

EDUCATION

Bachelor of Science, Business Communications: School of Journalism
University of Kansas, Lawrence, KS

1999

Over 26 months experience in Holland, the Czech Republic, and Italy.

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TECHNOLOGY AND COMMUNICATIONS EMPLOYMENT EXPERIENCE

8/2008 - Current

Technical Instructor, Centriq Training, Leawood, KS

- Achieved an 8.70 out of 9 instructor evaluation rating (95 students, initial 5-month average).
- Delivered web development courses for corporate and career track clients.
- Attained 4 Adobe certifications in 8 months, in addition to teaching HTML/CSS/C#.Net.
- Researched and learned new technologies and teaching methods as needed, on demand.
- Documented student progress and business needs/resources.
- Provided student mentoring.
- Co-developed, documented and marketed Fast Track Employer Program (recruiting service).

11/2007 - 7/2008

Director of Operations, PushButtonMusic, Lee's Summit, MO

- Managed key tasks and employees, including over 20 full-time staff and consultants.
- Directed testing of software development (15 versions), device compatibility and usability.
- Documented key deficiencies and successes.
- Oversaw day-to-day operations, including music acquisition and classification.
- Selected and hired full-time staff.

1/2007 - 9/2007

Instructor and Web Developer, MCC, Business and Technology, Kansas City, MO

- Maintained mission critical website and provided corporate computer training.
- Delivered classes: MS Office (MOS) and Adobe Acrobat.
- Updated classic ASP and SQL website for business technology college, including dynamic events pages, feedback forms, e-mail notifications and wait list transactions.

7/2005 - Current

Owner, Open Road Communications, Kansas City, KS

- Built communications company from scratch to \$60,000+ yearly revenue.
- Increased revenue and class enrollments by over 30% for Trainers Direct.
- Delivered and designed classes: MS Office (MOS) and IC3 certifications; HTML/CSS and JavaScript; photo editing; DRM; consumer software and electronics.
- Commissioned by degree granting colleges to teach web design and software courses.
- Created training videos and documentation for education and promotion.
- Created and updated small business e-commerce sites and brochure websites.
- Provided event planning operations, e-mail marketing, web site implementation and database conversion services for BizSummits.org and VCSouth.com (training associations).

3/2003 - 7/2005

Manager of Student Services, Foss Training, Leawood, KS

- Administered acquisition and maintenance of government approvals for business operation.
- Proposed and implemented Student Advisor position.
 - Serviced technology students through orientations and mentoring.

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- Furnished opportunities for feedback and rapid response for company's most profitable sector.
 - Salvaged an excess of \$25,000 by advising students of non-cancellation options.
 - Wrote curriculum utilizing screen shots, steps and tips for Career Services and MS Office.
 - Presented lunch and learn sessions and Career Services seminars.
 - Streamlined departmental business processes and coordinated internal operations.
 - Instituted program-wide online student survey using ASP, ensuring grant compliance.
 - Served as point-of-contact for university partnerships.
 - Facilitated usage of Workforce Investment Act and Veterans' Affairs grants.
- Created student work opportunities through community relations and Career Development Program, including development of internship documentation and promotion.

12/2001 - 2/2003

Contractor, Florence, Italy and Lawrence, KS

- Conceptualized and implemented web and training projects for international client base.
- Developed and serviced client base, managing legal issues and functionality for an international e-commerce site, database-enabling web applications and creating display media for merchandise and services.
- Commissioned by degree granting colleges to teach web design and software courses.
- Presented web design concepts and techniques to international members of the United Nations' World Food Programme.
- Trained and tested TSA baggage screeners on Federalized US airport security procedures and the usage of technical screening equipment.

2/2001 - 12/2001

Senior Applications Instructor, New Horizons, Chicago, IL

- Earned a 9.88 out of 10 instructor evaluation rating.
- Attained instructor awards and 5 technical certifications.
- Rapidly learned and delivered computer classes: MS Office (MOS); HTML, CSS and JavaScript; CIW Web certification; Lotus Notes; Dreamweaver and Fireworks.

1/2000 - 2/2001

Account Manager, CDW, Chicago, IL

- Built and serviced corporate accounts ranging from \$10,000 - \$200,000 per year.
- Averaged 100 lead calls daily and compiled quotes, researching and presenting technical solutions for networks and servers.

CLIENT PORTFOLIO

2001 - 2009

- Ford Motor Company
- H&R Block
- Kraft
- US Foodservice
- The Alliance (AT&T telecom union)
- Comcast
- Blue Cross Blue Shield
- EPA (Environmental Protection Agency)
- TSA (Transportation Security Administration)
- World Food Programme (United Nations)
- New Horizons
- BizSummits
- Armando Poggi
- PushButtonMusic