**SUMMARY**

* Experienced 10+ years certified software trainer, software training developer, IT project manager, ITIL infrastructure specialist, software tester, senior software support specialist.
* Active DoD Top Secret (TS) security clearance.
* Experienced with VIP government customers.
* Offers full support directly to customers in office automation software training with comprehensive knowledge of Microsoft Office products, Adobe PDF form creation, SharePoint, Salesforce, ServiceNow and other products/platforms.
* Experienced with 508 compliancy training applications such as dictation software and using alt-text tags.
* Developed a unique training curriculum called *Quick-Topics* which are comfortably-paced hour-long training sessions.
* Proficient with Adobe Captivate to create Computer Based Training (CBT) for distance learning students.
* Offers assistance to the most novice, or the most sophisticated customers to develop complex data analysis in products such as MS Excel, Access, PowerPoint, SharePoint, and more.
* Offers full support to Service Desk analysts with vast software knowledge, maintaining knowledgebases, taking calls routed from the Service Desk or directly from customers.
* Assists Service Desk analysts *on-the-spot* so they can better service customers.

**PROFESSIONAL EXPERIENCE**

**L-3 Communications NSS & CACI International Inc.** 11/2008 to Present

At **Executive Office of the President (EOP) - The White House** Washington, DC

**IT Training Coordinator** / **Technology Consultant**

* Provided technology training and support services to President Obama, VIPs, and staff.
* Provided testing, training, and implementation of software development projects.
* Lead IT projects and maintained a Service Desk’s *Response Matrix* in SharePoint, a dynamic knowledgebase.
* Provided week-long IT onboarding training to new Service Desk analysts.
* Coordinated continuing IT education services for Service Desk analysts.
* Provided IT training support in a wide variety of topics to customers of the Service Desk.
* Developed training materials and guides for IT initiatives.
* Offered continuing open enrollment classroom training and support on topics such as office automation products, e.g. word processing, spreadsheets, databases, and proprietary software.
* Sourced and managing external training providers and organized compliance efforts

**DataFlow Alaska, Inc.** 01/2007 to 09/2008

At **Department of the Treasury - FinCEN** McLean, VA

**IT Consultant / Trainer / Training Developer**

* FinCEN at the US Department of the Treasury's Financial Crimes Enforcement Network (FinCEN)
* Supported Service Desk analysts and provided training directly to customers
* Developed training materials on a wide variety of computer related topics ranging from office products such as MS Outlook and MS Access to hardware products such as the BlackBerry.
* Offered open enrollment class.

**The Engle Group, Inc.** 01/2000 to 01/2007

*Various roles as follows:*Washington, DC

At **The Supreme Court of the United States**

**Training Manager, Senior Information Technology Analyst and Consultant**

* Coordinated a training team and organized change management efforts for network migration project; operating system and MS Office upgrade.
* Developed curriculum, software demonstrations, hands-on user lab, computer based training.

At **United States Health and Human Services (HHS)**

**Trainer and Software Consultant**

* Software consulted in creation of 2003 President’s budget.
* Utilized various desktop publishing, word processing and spreadsheet software products.

**Computer Software Instructor at The Engle Group, Inc.**

* Trained varieties of COTS and proprietary software products in private and government sectors.
* Open enrollment environment.

**COURSES, CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

* ITIL v3 Foundations certified
* Train the Trainer (TTT), ExecuTrain Institute, Atlanta, GA
* Microsoft Certified Professional (MCP)
* Microsoft Certified Trainer (MCT) inactive
* HEAT Call Tracking Administration

**EDUCATION**

**Montgomery College, Rockville, MD -** Communications, 1983

**Winston Churchill Senior High School, Potomac, MD -** 1980

**ARTICLES & PUBLICATIONS**

***Can Facebook replace LinkedIn?*** – © 2009

***MS Excel: Crunching the Powerball Lottery*** – © 2009

***MS Excel: Pivot Tables Made Simple*** – © 2009

**SKILLS**

* Vast Software Expertise
* Program Management
* Training
* Leadership
* Information Technology
* Networking
* Databases
* Data Analysis
* Interpersonal Skills
* Customer Service
* Writing Skills
* Public Speaking

**VOLUNTEERING, CAUSES & PROFESSIONAL ASSOCIATIONS**

**NortonNet Networking Group**

Jobs and Human Capital placement association of the United States intelligence community.

**Cabin John Volunteer Fire Department, Potomac, MD**

Emergency Medical Technician (EMT)

**SAMPLES OF DEVELOPED MATERIALS**

  