R E S U M É

Christopher A. Lindberg 2846 NW 63rd St.

Seattle, WA 98107

home (206) 783-2634

work (206) 495-1441

chrislindberg55@yahoo.com

CUSTOMER SERVICE EXPERIENCE

8 years WRQ Inc. & Express Metrix LLC- Technical Support Engineer

* Managed technical support team of 8 employees supporting Express Metrix Software for 2 years
* Analyzed customer problems to find solutions or to suggest software features or bug fixes
* Answered customer queries via telephone and email
* Assisted and trained fellow technical support staff to support the Express Metrix product
* Trained expatriate reseller staff in four countries in supporting the Express Metrix product
* Maintained the technical support database to assist staff in supporting the product
* Recorded support interactions with customers.

9 mos. U.S. Passport Agency

* Analyzed passport applications to verify proper documentation had been provided to establish U.S. citizenship
* Sought additional information in and documentation in cases where proper documentation had not been provided
* Approved or denied issuance of U.S. passports

3 summers U.S. National Park Service, Coulee Dam National Recreation Area

* Served as Park Ranger collected camping fees
* Worked to ensure park regulations were followed by visitors
* Checked boats for proper safety equipment
* Created and Presented Interpretive walks and slide shows to increase visitor appreciation of the park
* Directed traffic during annual 4th of July Fireworks show

TEACHING EXPERIENCE

12 years Part-time- CNC Integrated Basic Education and Skills (I-Best) Instructor, Shoreline Community College & South Seattle College

* Collaborated with other instructors to create teaching materials
* Created more than 120 recorded close-captioned videos for online delivery through Canvas, of algebra, fractions, geometric principles, trigonometry, and calculator use
* Assisted other instructors in the creation of online materials using SoftChalk software
* Created online games to enhance student retention of math in Scratch
* Taught lessons in Math to Manufacturing students in the Computer Numerical Control (CNC) I-Best (Integrated Basic Education and Skills Training) program
* Taught lessons in Blueprint Reading to CNC students
* Taught an Additive Manufacturing (3D Printing class)
* Modified Curriculum for Additive Manufacturing
* Provided one-on-one tutoring to students struggling with Math and Blueprint Reading
* Maintained department web pages
* Designed 3D objects for printing as items to encourage interest in the Manufacturing program at Shoreline Community College
* Taught Precision Measurement Instrument classes on Calipers and Micrometers

8 years Part-Time- English as a Second Language/ Business Technology Instructor, Highline College

* Taught English basic computer skills to students from at least 10 different countries
* Created curriculum and lesson plans for about 44 classes per quarter
* Taught basic computer skills, Microsoft Office products including MS Word, Excel, and PowerPoint
* Taught Customer Service classes with other instructors in an I-Best program
* Maintained student attendance and grade records

*EDUCATION*

*2006 MEd (Teaching English for Speakers of Other Languages)*

*Seattle University, Seattle, Washington*

*2005 Seattle University Certificate in TESOL*

*School of Teaching English as a Second Language, Seattle, Washington*

*BS Forestry (Outdoor Recreation Planning)*

*University of Washington, Seattle, Washington*

*Honors: Xi Sigma Pi, Dean’s List*

*TRAINING*

*Feb. 2019 Precision Measurements Train the Trainer*

*Jan. 2015 WAOL Quality Matters Training*

*Dec. 2017 First Aid CPR AED*

*June 2013 NIMS - Certificate in Materials, Safety, & Measurement*

*Jan 2013 WAOL- Online Course Design Using Canvas*

*PRESENTATIONS:* *WAESOL 2009- Recording Presentations Using Camtasia w/ Ruth Duffy*

*SOFTWARE:* Microsoft Office 360, Windows 10, MAC OSX, Adobe InDesign Suite, SoftChalk, Keynote, Blackboard, Angel, Canvas, Scratch, Fusion 360, Zoom

*REFERENCES:* Available on request