

USAA - Project / Agile Team Facilitator USAA - Project / Agile Team Facilitator Converse, TX
Contributing Author (Que) Technical Editing (IDG) Written and Verbal Communications Strategic
Planning Analysis / Problem Solving Knowledge Transfer Management Project Management
Process Improvement Document Control Team Building / Coaching Training and Facilitation
Service Focus Authorized to work in the US for any employer Work Experience USAA - Project /
Agile Team Facilitator STRATEGIC STAFFING SOLUTIONS (S3) - San Antonio, TX April 2017 to
April 2019 Training and Documentation Specialist DIGITAL DEFENSE, Inc - San Antonio, TX June
2016 to February 2017 Training Manager to Microsoft Consulting Service CATAPULT SYSTEMS
Inc - Washington, DC August 2013 to October 2014 Veterans Relationship Management Project
Training Manager for Enterprise IT Service Desk INFORMATION INNOVATORS INC - San Antonio,
TX June 2011 to May 2013 US Air Force Space Command Computer Support Technician Program
Director KAPLAN COLLEGE - San Antonio, TX May 2009 to June 2011 Education A.S. in Data
Processing Community College of the Air Force (University of Maryland) Skills Ms sql server, Sql
server, Sql, Active directory, Linux, Microsoft Office (10+ years) Certifications/Licenses Project
Management Professional (PMP) Additional Information TECHNICAL COMPETENCIES MS Office
Suite Technical Writing MadCap Flare Courseware Design and Delivery Linux MS Active
Directory / Server Databases: MS SQL Server, Access

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