|  |  |
| --- | --- |
| MaryEllen Lockwood  **Cell: 555-555-5555 Email: MELockwood@yahoo.com**  **Versatile and dynamic Technical Trainer, Writer and Author** | |
| Qualifications Summary: | |
| * Wrote, developed and implemented over 100 dynamic, high-impact technical training courses tailored to reach many diversified audience segments for some of the largest major oil companies, law firms and newspapers in the United States. * Qualifications incorporate 16+ years of multi-faceted Information Technology experience including Managerial, Supervisory and Project Management skills. * Currently writing and gearing up to publish several Microsoft Word training courses and reference books for Word 2007 and 2010. | |
| Professional Experience: | |
| 05/02 – Present:  Lockwood LLP  Houston, Texas | Sr. Technical Trainer and Writer  Delivering and designing comprehensive, certificate based training program throughout this international law firm with 12 offices and 1400+ employees.   * Managing, designing and delivering classes for in-house Continuing Technical Education program offering over 65 courses in different subject matters. * Designing instructor-led, online, blended and Train-the-Trainer learning programs. Writing training courseware such as training guides, quick reference cards, manuals, class exercises and test out exams. * Traveling to other offices as needed and/or conduct online Webinar training classes for offices in other cities. |
| 10/98 – 05/02:  Lockwood LLP  Houston, Texas | Applications Support Analyst  Providing application support and training for 800 secretaries, paralegals, staff and attorneys across five offices. Diversified position that required comprehensive computer knowledge and the ability to adapt quickly.   * Writing curriculum for more than 50 courses and conducting instructor-led and blended training across 5 offices. * Evaluating and solving software application issues. * Pre-deployment testing and analysis of platform and application upgrades. Appraisal of software for assessment of Firm benefit. |
| 04/95 – 10/98:  Daily News  Houston, Texas | Account Manager – Microsoft **Helpdesk & Training Department**  Managing and developing complex IT projects. Supervising helpdesk and training department.   * Creating and deploying standard desktop and notebook configurations. Designing and executing implementation and installation of software packages. * Trouble-shooting hardware, software and network problems. Creating and maintaining call tracking system. * Authoring curriculum and training courses designed for both network and application software. Conducting instructor-led training courses based on same. |
| MaryEllen Lockwood  **Cell: 555-555-5555 Email: MELockwood@yahoo.com** | |
| 04/95 – 10/98:)  **Oil Corp.**  Houston, Texas | Migration/Conversion Specialist  Assisting in migration project which included three major levels: migration, conversion and support. Supporting all conversion levels and migration efforts between WordPerfect to Word and Lotus to Excel.   * Converting macros, links, and reformatting of documents, forms, and worksheets. Creating new customized template forms. Recreating formulas for recalculation in tables and cells. * Trouble-shooting when needed for mass conversions. Programming in Visual Basic for Applications to automate Word macros within the Windows environment. (Conversion of macros included writing macros from Word Basic language to VBA.) |
| 01/92 – 04/95:  Oil Company Corp.  Houston, Texas | Benefits/Human Resources  Maintaining dental, drug, AD&D, child care and life insurance plans for 4000+ employees.   * Creating PowerPoint presentations for the purpose of introducing the benefit plans to all new employees. * Implementing and designing new insurance forms using macros for use in on-line completion. |
| 01/90 – 02/92:  Retail Soap Company  Houston, Texas | Operations Analyst  Analyzing competitive data for one of the largest manufacturers of soaps and detergents in the United States such as Wisk, Surf, Caress, Dove, Lifebuoy, and Lever 2000 soaps. Created charts and graphs to exhibit results.   * Providing application support and training to all outlying offices. * Designing, writing and publishing company-wide newsletter illustrating computer "tips and tricks." |
| 01/88 – 12/90:  Computer Diversity  College Station, Texas | Owner  Providing computer support to both local companies, home offices and individuals.   * Training and tutorials on individual bases of various software applications. Conducting Continuing Education Courses and writing curriculum. * Installing software packages specifically tailored for business related projects. |
| Technical Skills: | Microsoft Office 2003, 2007, 2010: Word, Excel, PowerPoint, Access, Outlook; Windows XP, Vista, 7;  Adobe: Flash, Photoshop, Acrobat Professional, Dreamweaver;  Others: Joomla, XHTML and CSS, Camtasia, WordPerfect, GroupWise, Visio, WebOutlook, Citrix, Innova SoftWise MacroSuite, CompareRight, Workshare DeltaView, iManage Desksite, Hummingbird DM, RightFax, iScrub, DTE, DocXTools, Nuance |
| Education: | **1998-2002**  **Sam Houston State University**  Completed 90 credit hours towards BS in Computer Science |