

## **Cynthia D. Hubbard**

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### **Summary of Qualifications**

I am an Executive Assistant and Training Specialist with over 20 years of experience. I offer the following:

- Excellent oral and written communication skills
- Proven analytical, organizational and problem solving skills expertise
- Extensive knowledge and experience of software and hardware
- Professional demeanor known for solid judgment and discretion
- Strong track record in supporting executives and staff in a large corporate and small business setting

### **Professional Experience**

#### ***Training Contractor***

##### **THE JUDGE GROUP/BERKELEY TRAINING (July 2010 – November 2010)**

Classroom training and one-to-one and phone support on the Outlook 2007 migration project for Yale New Haven Hospital in Connecticut. Designed and created an electronic training resource for the Hospital's Information Systems Help Desk.

#### ***Event and Training Contractor***

##### **DHYANYOGA CENTERS – Antioch, California (January 2009 – June 2010)**

Designed and implemented an event planning portal and knowledge base to facilitate the production of annual events for a global non-profit organization. Coordinated an annual event held in August for the East Bay Center. Trained the staff in using Salesforce.com, a web-based customer relational management system. Designed and produced information packets for new students. Wrote content for the Centers' website.

#### ***Corporate On-boarding/Training Manager***

##### **JACK MORTON WORLDWIDE (September 1997 – December 2008)**

Designed, created and administered a blended new hire orientation program to train new staff on custom software and related business processes. Coordinated and administered training for new software rollouts. Designed and produced online and print training aids. Provided classroom, web-based and distance training and helpdesk support to the staff in the U.S., London, Sydney and Hong Kong offices on custom software and on Microsoft Office applications. Tracked and measured the return on investment for training. Hired, managed and mentored training staff.

#### ***Executive Assistant and Networking Administrator, Midwestern Region***

##### **JACK MORTON COMPANY, INC. (September 1992 – August 1997)**

Executive Assistant to the Senior Vice President, Managing Director and to the Senior Vice President, Director of Production of the Chicago office. Duties included sales and production staff coordination, scheduling, project tracking, making travel arrangements, handling expense reports, call screening, reporting and research. Coordinated and managed the information systems aspect of office expansions. Researched, recommended and purchased software and hardware. Trained and supported staff in the Midwestern regional offices on business applications and processes. Managed the rollout of custom knowledge sharing software to the Midwest region.

***Production Coordinator/System Administrator (contractor)***

**JACK MORTON PRODUCTIONS, INC. – Chicago, IL**

**(February 1990 – September 1992)**

Provided administrative support to the Production department, including production of all print material, scripts, correspondence, contracts and reports. Maintained project schedules, coordinated meetings and travel arrangements. Handled departmental expense reports. Delivered IT systems training and support.

***Training Contractor***

**GOLDEN RULE, INC. – Chicago, IL (October 1987 – February 1990)**

Provided instructional design, training and ongoing support to corporate clients on custom software applications designed for specific business needs. Tested newly developed software and created and produced documentation.

***Marketing Coordinator/Executive Assistant***

**AMERICAN MEDICAL BUILDINGS, INC. – Delmar, California (1986 – 1987)**

Produced all marketing materials, correspondence and reports. Handled travel arrangements, expense reports and call screening for the managing partners of a medical building leasing firm.

***Office Manager/Executive Assistant***

**DANIEL J. EDELMAN, INC. – Los Angeles, California (1984 – 1986)**

Office Manager and Executive Assistant to the General Manager of the Los Angeles office of an international public relations agency. Handled office accounts payables and hiring and training of support staff. Produced correspondence, reports and screened calls for the General Manager.

**Education**

California State Polytechnic University ♦ Pomona, CA  
Bachelor of Arts in Liberal Arts

**Computer Skills**

Windows XP/ Vista/ Windows 7 ♦ Mac OSX  
♦ Microsoft Office 2003/2007 Master Certified/2010 (Outlook, Word, Excel & PowerPoint)  
♦ Lotus Notes ♦ Camtasia Studio ♦ Adobe Captivate4 ♦ Live Meeting ♦ DameWare  
♦ Adobe Acrobat ♦ Adobe InDesign ♦ QuarkXpress ♦ Salesforce.com (Administrator)  
♦ Visio ♦ GroupWise

**References available upon request.**