

LEANNE H

344 Star Street • Temecula, CA 92595
lhar@hotmail.com | 951.560.4900

RELEVANT EXPERIENCE

Trainer / Teacher

Education First | Southern California | Dec 2014 - Present

Design, develop content, and facilitate/lead group and individual lessons for Education First, the largest international education company in the world. Use web tools, like Adobe Connect, to manage schedules, instructions, and class events. Assess students' speaking, listening, and writing skills. Participate in teacher forums to improve our programs.

Technical Support, Project and Consulting Manager

Accela Inc. | San Francisco | May 2006 - August 2010

Supported clients and development teams, lead large scale system implementations of up to \$3M for state and local government agencies. Simultaneously managed multiple projects as well as a team of seven consultants, which included recruiting, termination, and conducting performance reviews.

Senior IT Business Analyst

E&J Gallo Winery | Northern California | Sept 2003 - May 2006

Supported clients teams, lead the requirements gathering and documentation, user acceptance testing, end-user training, and implementation of web-based application for managing wine in-process.

IT Business Analyst

Safeway, Inc. | San Francisco | 2001 - 2003

Served clients, developed feasibility documents, gathered requirements, translated business requirements into system specifications, conducted user trainings for various in-house IT projects.

EDUCATION

Virginia

Commonwealth

University

BS, Information Systems

SKILLS

Project Management

Software Training

Technical Writing

Software Engineering

HTML

CSS3

JavaScript

PHP

Wordpress

Ruby on Rails

Training / Teaching

Lectures/Public Speaking

Instructional Materials

Assessment

TESOL Certified