

## REALTOR, TECHNOLOGY TRAINER

### Experience

11/2013 to Current

Realtor, Technology Trainer Weee! i¼ La Mirada , CA

- Currently serving as Technology Trainer for Watson Realty Corp.
- office in St.
- Augustine Beach.
- Actively training and developing materials for Watson's proprietary and non-proprietary IT tools.
- Professional interests include technical training, development and education.
- Joined Watson Realty Corp.
- as Personal Assistant to 20+ sales associates, offering support in marketing, advertising, print media and web-based tools.
- Earned license January 2014 and completed Watson Realty Corp.
- Success School.

11/2012 to 07/2013

Office Manager Peraton i¼ Reston , VA

- Oversee and manage day-to-day operations of established tax preparer/accountant office.
- Provide administrative support for president/owner, interact with clients, provide customer service response for all first-line inquiries.
- Streamline office procedures and develop Standards of Procedures training manual; process monthly billing, accounts receivables, and other tax-related correspondence.
- Create occasional print materials for office publication.
- Redesign and maintain company website, establish Facebook page and develop electronic communications, including automated tax season scheduling and scheduled client communication.

01/2010 to 07/2013

Marketing and Web Design Peraton i¼ San Antonio , TX

- Work with clients to design websites and printed marketing materials for small business, community, and festival organizations.
- Website and graphic designs created with Dreamweaver and Fireworks, as well as online content management software.
- Additional software proficiency includes Microsoft Front Page and Publisher, as well as GoDaddy CMS, and MAC applications.

04/2008 to 06/2009

Website Designer Peraton i¼ Basking Ridge , NJ

- Provide administrative support for professional membership organization's 45 state chapters and 13 nationwide specialty services divisions; organize annual 4-day membership conference in Chicago.
- Maintain and update website content, design, and graphics.

08/2006 to 04/2009

Website Designer Bae Systems i¼ Austin , TX

- Compose website content and design banner graphics for real estate professionals using proprietary online software and Adobe Fireworks.

02/2005 to 08/2006

Website Designer Boomtown i¼ Denver , CO

- Design and construct stand-alone websites including all aspects of layout, composition and graphics for small business, community, and festival organizations.
- Website designs implemented using Macromedia Dreamweaver and Fireworks.
- Software proficiency includes Microsoft Front Page and Microsoft Publisher.

03/1998 to 04/2000

Technical Writer Bellevue Building Supply, Inc. i¼ Schenectady , NY

- Develop and maintain website content, including product and services information, as well as online Help.
- Created user documentation for administering and maintaining the website and understanding the web processes.
- Proficient in HTML, Microsoft Access, and basic web-programming concepts; Adobe Illustrator and PhotoShop.
- Created and maintained marketing material for MSSC products and services.
- Revised and maintained the 200-page SQL-Conversion Workbench User Guide and the 50-page Guide to Performing Assessments.
- Provided edit services for technical development staff.

07/1997 to 03/1998

Customer Service/ Representative/Technical Support Technician Ascension Health i¼ Plover , WI

- Respond to end user system needs including the troubleshooting, installation, maintenance, and use of proprietary software; responsible for immediate resolution of problems and email response to electronic support requests.

12/1996 to 06/1997

Computer Systems Specialist State Of Florida, Dept. Of Elder Affairs 1/4 City , STATE

- As Helpdesk technician, respond to users' requests and technical needs; provide hardware/software troubleshooting support.
- Redesign and implementation of Helpdesk policies and procedures and development of in-house and out-source computer training classes.
- Research and document telecommunications network policy and procedures between the Department of Elder Affairs and its 11 Provider Service Area agencies and 100+ participating state-wide service providers.

08/1996 to 11/1996

Computer Operator/Trainer Corpus Christi Caller-Times 1/4 City , STATE

- Monitor and supervise HP3000 operations for city newspaper's Accounting, Circulation, and Classified departments.
- Respond to user service requests and systems needs, including software assistance, technical support and hardware maintenance.
- Developed and designed in-house computer training for employees.
- Determined employee needs, created documentation and class materials, scheduled and taught classes, and provided follow-up user support.

08/1995 to 08/1996

Software Trainer Soft-Tech Systems 1/4 City , STATE

- Teach corporate platforms to employees of regional corporations.
- Courses taught include OS/2, Windows 3.1/95, Microsoft Word, Excel, and PowerPoint; Word Perfect for Windows/DOS, PROFS, Mail/Schedule+, and NetWare Tools.
- Classes are tailored to the needs and abilities of employees and range from introductory to advanced levels.

11/1993 to 05/1995

Technical Support Specialist IBM Corporation 1/4 City , STATE

- Responsible for providing LAN/Workstation support for a community of 700 users.
- Set up PC and LAN hardware systems.
- Installed systems software and applications, including standard office software and locally developed systems; responsible for technical support for OS/2, AmiPro, WordPerfect, Lotus 1-2-3, and Freelance Graphics.
- Management recognition for the development of education and training materials for a major government contract management application.

07/1992 to 09/1993

Public Relations Manager Marketing & Events Unlimited, Inc 1/4 City , STATE

- Media liaison and special event manager for the Black Ships Festival, Newport Winter Festival and the Rhode Island Boat Show.
- Responsible for soliciting vendors, exhibitors, performers and guest speakers for each of the events.
- Also coordinated special promotions and restaurant membership for Newport County Dinner Club.

Education

5 1992

B.A : Communication, Minor Business/English University of Scranton 1/4 City , State Communication, Minor Business/English

Interests

Officer Spouse's Group Mentor/Senior Advisor (2011-2012) Officer Spouse's Club of Whidbey Island (OSCW), Member; Event Volunteer (2010 - 2012) Team Captain, Relay for Life, Oak Harbor (2011) Registration & Event Volunteer, Whidbey Island Race Week (2010 - 2012) Webmaster, North Whidbey Soccer Club (2010 - 2012) Membership Chair, Oak Harbor Yacht Club (2011-2012) Webmaster, Oak Harbor Yacht Club (2007, 2012) ADDITIONAL ACTIVITIES: Ombudsman, Fleet Air Reconnaissance Squadron Two, Oak Harbor, WA (2005-2007) Webmaster, VQ-2 Ombudsman Website (2005 - 2007) Webmaster, Blue Crab Festival (2005 - 2011) Editor, Family Newsletter for USS GEORGE WASHINGTON Officer Spouse's Group (2003) Founder, Mothers of Preschoolers (MOPS) chapter in Chesapeake, VA (2003) President, Officer Spouse's Club, Patrol Squadron Thirty, Jacksonville, FL (2001) Member, Officer Spouse's Club at previous military commands (1995-2007)

Skills

Accounting, accountant, accounts receivables, administrative support, Adobe, PhotoShop, Streamline, advertising, AmiPro, basic, billing, CMS, hardware, computer training, content management, contract management, Conversion, client, clients, customer service, documentation, DOS, Dreamweaver, Macromedia Dreamweaver, edit, email, Fireworks, Freelance Graphics, Microsoft Front Page, government, graphics, graphic, HP3000, HTML, PROFS, Adobe Illustrator, LAN, layout, Lotus 1-2-3, MAC, marketing, marketing materials, materials, Microsoft Access, Excel, Mail, office, PowerPoint, Publisher, Microsoft Publisher, Windows 3.1/95, Microsoft Word, network, newspaper, NetWare, online Help, OS/2, page, policies, print media, processes, publication, real estate, Research, sales, Schedule+, scheduling, software troubleshooting, SQL, tax, technical support, user support, technical training, user documentation, technician, telecommunications, Trainer, training materials, troubleshooting, web-programming, Website, websites, website content, Word Perfect for Windows, WordPerfect, Workbench, composition

Additional Information

- VQ-1 Officer Spouse's Group Mentor/Senior Advisor (2011-2012) Officer Spouse's Club of Whidbey Island (OSCW), Member; Event Volunteer (2010 - 2012) Team Captain, Relay for Life, Oak Harbor (2011) Registration & Event Volunteer, Whidbey Island Race Week (2010 - 2012) Webmaster, North Whidbey Soccer Club (2010 - 2012) Membership Chair, Oak Harbor Yacht Club (2011-2012)

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