

PRODUCT MANAGER/SALES ENGINEER

Career Overview

Results-driven technology specialist with experience in, software implementation and remote management services, software product management, eLearning development and training, and implementation services.

Qualifications

- UE Testing & Design
- Strong analytical skills
- Strong collaborative skills
- Microsystems Templates
- Legal MacPac Applications
- Litera Applications
- Software Implementation
- Remote Developer Management
- Sales Engineering
- Team Building
- Technical Writing
- Technical Training
- e-Learning Development
- Technical Help Desk
- Camtasia
- Salesforce
- CRM Design & Maintenance
- SharePoint UE Design
- SoftWise Applications
- Esquire Innovations Applications
- Levit & James Applications
- Interface InterAction
- Workshare Applications
- Microsoft Office Suite
- Document Management
- Computer/Laptop Support
- RSA/Citrix Support
- WebEx/GoTo Meeting
- Elite, Carpe Diem, DTE
- Active Directory/Exchange
- PDA Support

Technical Skills

Skills	Experience	Total Years	Last Used
Windows	Expert	12	2014
Apple	Expert	6	2014
UE Testing & Design	Professional	5	2014
Training Development & Design	Expert	22	2014
Template Development & Design	Expert	22	2014

Work Experience

Product Manager/Sales Engineer

May 2011 to February 2014 Avid Technology Professionals 1/4 Laurel , MD

- Product Management Oversaw product lifecycle of CitationWare, IDS and other company specific products Created Q&A procedures for design review and quality assurance testing Delivered new product information to internal sales and support teams Managed 'pre-release' testing trials Managed overseas development teams in Ukraine and London Sales Engineering Technical engineer on sales calls Technical overview with clients ensuring successful product installations and implementations Review and assist on client issues Developed product training and e-Learning videos Provided UI design and delivery analysis to marketing team.

IT Trainer

November 2008 to May 2011 Arthur J Gallagher & Co. 1/4 Long Beach , CA

- Testing of new applications for end user functionality Review of application package installations before firm wide distribution eLearning and Training Development Developed training material for new desktop applications Developed e-Learning library for SharePoint LMS Contributor to the monthly firm newsletter Developed firm wide 2010 LMS Skills Assessment program Assisted in the firm wide migration from Lotus Notes to Microsoft Outlook 2010 Mentoring and professional development analysis for all in-house trainers Assisted SharePoint Administrator in creation of online training portal Developed a firm approved training initiative for support and administrative staff Developed a Practice Department accredited Attorney and Associate training program Developed new training trends based on Help Desk calls.

Senior Applications Specialist

October 2007 to November 2008 Target 1/4 San Antonio , TX

- Application Consulting and Help Desk Support On-site and remote consulting with clients nationwide on mission critical applications Provided technical assistance in Microsoft Office installation and maintenance Software analysis on new technologies for mid to large size organizations Lead and conducted focus groups for information gathering nationwide On-site and remote application review, testing and implementation nationwide Provide 24/7 help desk support for clients nationwide and within organization Maintenance of most internal desktop applications Technical Training and Development Provided webinar and on-site technical training to Helpdesk and System Analysts on various applications Conducted on-site 3-day Training Techniques-Adult Learning Principles session to trainers nationwide Created organizational specific installation and product documentation.

Senior Software Technical Trainer

June 2007 to October 2007 Redshelf 1/4 Chicago , IL

- Developed firm training programs for new hires, attorneys and legal support staff Maintained training calendar Assisted in migration from Hummingbird (DM) to Interwoven (FileSite) Liaison between end-users and Help Desk staff Provided floor support to end-user base as needed.

Software Support Analyst/IS Trainer

March 2003 to June 2007 Cooley Godward Kronish LLP Kronish Lieb Weiner & Hellman LLP 1/4 City , STATE

- Help Desk Management Managed and direct a team of 4 helpdesk analysts Monitored and manage the 1st, 2nd and 3rd level call resolution rate Provided floor support to end-user base as needed Creation/Termination of user accounts - Active Directory Laptop, Computer and PDA support Project Management Provided project management and quality assurance testing on firm software implementations and upgrades Software analysis on new technologies for firm Template/Macro Conversion (SoftWise to iCreate migration - iCreate migration to Legal MacPac) iManage DeskSite to iManage MailSite - iManage MailSite migration to DM (Hummingbird) Windows 2000 to Windows XP migration Blackberry, RSA and Backup Server migrations and upgrades Training Development and Design Developed firm training programs for new hires, attorneys and legal support staff Developed on-line learning program and CD-based instructor led e-learning for the legal and support staff Development of intranet training calendar and creation and delivery of all training curriculum Created and managed firm training curriculum, providing a variety of courseware on the Microsoft Office Suite, iManage, Adobe, Elite, DeltaView, WorkShare, and other legal desktop applications.

Director

February 2002 to February 2003 Esquire Innovations, Inc 1/4 City , STATE

- Managed the development team responsible for quality assurance process for product development Performed all technical writing for each product Liaison between company and clients demonstrating, installing and implementing software packages on-site Provided project management, technical training and help desk support as needed Responsible for new vendor relationships, training and support.

Implementation Project Management Consultant/Trainer

May 1998 to February 2002 TechLaw, Inc./Atvantec, Inc./iCreate Software 1/4 City , STATE

- Managed and supported WordPerfect to MS Word conversions for medium to large sized law firms.
- Managed software development teams specializing in Visual Basic for Applications programming, technical training and application support.
- Provided floor support to attorneys and support staff.

Corporate Training Manager

July 1996 to May 1998 Rosenman & Colin, LLP 1/4 City , STATE

- Responsible for administration of corporate training department, courseware design and implementation for firm including: WordPerfect to Word conversion planning Network system administration Help desk and floor support Development of intranet training calendar and creation and delivery of all training curriculum

Litigation Secretary/Word Processing Trainer

February 1993 to July 1996 Schekter, Rishty, Goldstein & Blumenthal LLP 1/4 City , STATE

- Responsible for the creation and revision of court documents, docket scheduling, and heavy interaction with clients and Courts.
- Conducted heavy Lexis/Westlaw researching.
- Responsible for the overflow of complicated word-processing documents from the Word-Processing Department.
- Oriented all secretarial support and legal assistant staff on firm software and protocol.

Education and Training

Microsoft Certified Application Specialist Dallas, TX Microsoft Word 2007 Microsoft Outlook 2007 : 1 2007

Essentials of Project Management Certificate Advanced Strategic Project Management Certificate Masters Certification in Applied Project Management Certificate : 1 2004 Villanova University 1/4 City , State

Skills

Active Directory, administrative, Adobe, Attorney, Backup, CD, Citrix, Consulting, Conversion, corporate training, client, clients, delivery, product development, documentation, engineer, focus, Help Desk Support, Help Desk, IDS, instructor, law, Legal, Lexis, Lotus Notes, marketing, Mentoring, Microsoft Certified, Exchange, Microsoft Office, Microsoft Office Suite, Microsoft Outlook, Windows 2000, Windows XP, Word, MS Word, Microsoft Word, migration, Network, newsletter, organizational, Product Management, programming, Project Management, quality assurance, researching, Sales, sales and support, scheduling, secretarial, Software analysis, software development, staff Development, Strategic, system administration, technical assistance, Technical Training, Technical Writing, Training Development, training programs, Training Development and Design, Type, UI design, upgrades, Visual Basic for Applications, Westlaw, Word-Processing, WordPerfect