

SHARENNA (SANDIE) DICKENS

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SUMMARY OF QUALIFICATIONS

- 36+ years of experience in the use of information technology in both corporate and academic environments
- Master of Science in Learning Technologies with a focus on Instructional Systems; Bachelor of Science in Business Administration
- Accomplished business owner of The Learning Curve for 20 years, specializing in adult training at all levels, both domestically and internationally
- Successful in building beneficial relationships with clients and team members
- Extensive knowledge of ICT teaching methodologies; Caribbean Examinations Council, General Certificate of Secondary Education, International General Certificate of Secondary Education and Advanced Level studies in the Cambridge British curriculum
- Persuasive and motivated leader that exceeds expectations
- Department Head of ICT at British West Indies Collegiate, a British private high school in the Turks & Caicos
- Six years of focus on designing and presenting targeted software training to senior citizens

CORE SKILLS

- Self-motivated business owner
- Create and present exceptional training
- Polished public speaker
- Superb verbal and written communication skills
- TESOL Advanced Certification- Teaching English to Speakers of Other Languages
- Website building with HTML, Dreamweaver, FrontPage, WordPress
- Experienced in designing engaging online classes
- Proficient Adobe software skills: Captivate, Connect, Presenter, Acrobat DC, Animate, Dreamweaver, Flash, Photoshop, Premiere Pro, Fireworks
- International teaching background
- Leadership and team-building ability
- Organized and analytical with strong work ethic
- Hardware and networking background
- Skilled in analyzing problems and finding beneficial and creative solutions
- Designed and presented "Computer Tips and Tricks" TV commercials regularly for seniors
- Competent in using Camtasia and Screencastify
- Accomplished in: Word, Excel, Access, PowerPoint, Publisher, Outlook, Project, QuickBooks, TeamViewer, Skype

SUMMARY OF PROFESSIONAL EXPERIENCE

THE LEARNING CURVE

Business Owner
Software Trainer
TESOL Teacher

Palatka & Palmetto, FL June 2010 to
Harlingen, TX Current
Honey Grove & Paris, TX
Tavares, FL

- Develop and deliver websites and corporate software training for companies, specializing in Microsoft Office and other business software
- Provide individualized private training for business owners and senior individuals
- Create and present structured computer training programs to adult learners at Kingspoint in Sun City Center, Florida <http://www.kingspointsuncitycenter.com>
- Design and present "Computer Tips and Tricks" TV commercials
- Teach Business English to speakers of other languages- employed by ISUS (Madrid-based training company) <http://www.ispeakuspeak.com>, now www.learnlight.com

BRITISH WEST INDIES COLLEGIATE

ICT Head of Department/Network Manager

Turks & Caicos Islands,
Providenciales, BWISept 2008 to
June 2010

- Initiated the planning, development, management and implementation of a new Windows 7 Server station, upgraded and installed 24 new workstations for ICT suite, 4 staff workstations, a library workstation, Science workstation, as well as other administrative staff stations situated throughout the campus. Set up wireless hubs and routers on site
- Responsibility for purchasing and implementation of new IT systems and software, plus yearly updates to departmental plan in line with SIP requirements
- Head of ICT department
- Established the first year of changeover to Cambridge syllabus, Applied Communication and Information and Technology A-Level syllabus and Office 2007
- Delivered Key Stage 2 (Year 6), Key Stage 3 (Years 7, 8, and 9), Key Stage 4, and Key Stage 5 (A/S and A Level) teaching
- Administered ICT based skills training to staff
- Assistant to Principal for end of term reports, as well as management of collection and editing of reports from other staff members
- Responsible for school ICT coordination, expenditure and development
- Achieved academic results with 100% outcome in Cambridge IGCSE Computer Studies (0420) and A-Level Applied Information and Communication Technology (9713) external examinations

THE LEARNING CURVE

Business Owner / Software Trainer

Turks & Caicos Islands,
Providenciales, BWIJune 1999 to
Sept 2008

- Organized, planned and implemented the formation of “The Learning Curve”, my computer training center- Profits \$300K + annually
- Operated two business locations on the island and established night school to accommodate office workers and pro-bono training classes for lower income Haitian immigrants
- Specialized in development and delivery of customized training plans for businesses and individuals, focused on business software, such as Microsoft Office 97, 2000 and 2007 (Word, Excel, Access, PowerPoint, Publisher, Outlook, QuickBooks, proper usage of the Internet, timely preventative maintenance of the computer, virus software updating, Dreamweaver and FrontPage, digital camera and scanner usage and editing of picture files, as well as many other topics upon request
- Developed and executed specialized client projects- A few that were larger in scope were-
 - Designed financial database in Access for Italian client. Traveled and lived in Italy for 6 months and developed and delivered training to Italian speaking client and his staff
 - Developed point of sale software in Access for local medical clinic. Installed software and hardware and trained end-users on the new system
 - Created multimedia PowerPoint presentation complete with animation and sound effects for European customer to present to Swiss financial and investment clientele
 - Designed database for prominent artist studio with installation and training of staff in multiple locations

BRITISH WEST INDIES COLLEGIATE

ICT Head of Department/Network Manager

Turks & Caicos Islands,
Providenciales, BWISept 1997-
June 1999

- Created IT department of 25 student workstations, 12 staff workstations, and 4 administrative stations
- Prepared all curriculum and taught Grades 6-12 the subject of Information Technology in preparation for completion of CXC external examinations

- Planned, researched and sourced hardware and software for new computer department
- Installed and networked 24 student workstations for computer department, as well as configured administration and staff work stations
- Constructed and installed network cable to all systems. Built server, installed Windows NT 4.0 and all shared resource software on piggyback drive
- Analyzed and repaired all computer systems on both board and component level. Resolved all software issues with Windows 95 or 98 and Microsoft 97 and 2000
- Installed and configured all equipment hubs and set up library resource catalog database, networked laser and color printers and scanners in computer lab and administration and staff areas
- Initiated teacher training workshops on a variety of topics
- Organized database to handle data entry, merging and printing of student reports
- Provided instruction on Microsoft Office Suite including four products- Word, Excel, Access and PowerPoint
- Assisted headmistress with critical management and administrative tasks

OTHER POSITIONS

Brinks, Inc. - Technical Field Support Specialist	Irving, TX	1994-1996
Abbott Laboratories- Training Specialist	Irving, TX	1988-1994
Augustine Sales- IT Manager	Arlington, TX	1978-1988

EDUCATION and CERTIFICATIONS

University of North Texas <i>Master of Science in Learning Technologies</i> <i>Focus on Instructional Design (GPA 4.0)</i>	Denton, TX	Dec 2016
LeTourneau Christian University <i>Bachelor of Science in Business Management</i> <i>Focus on Marketing (GPA 3.8)</i>	Longview, TX	Dec 1993
UT at Arlington <i>Theater major- part time theater and Business classes</i>	Arlington, TX	1982-1988
TESOL Advanced degree <i>20 hrs face to face and 200 hrs online</i>	Tampa, FL	Mar 2011
CNA and CNE (Certified Network Admin and	Dallas, TX	1994

PROFESSIONAL ORGANIZATIONS

AECT- Association for Educational Communications and Technology (AECT)- <http://www.aect.org/>
 IEEE- <http://www.ieee.org/about/index.html>
 IEEE Computer Society
 Sloan consortium <http://www.sloan-c.org/>
 The E-Learning Guild <https://www.elearningguild.com/>