

NAME

Address, Phoenix, AZ 85014

Mobile Phone ♦ e-mail

Technology Trainer

An engaging educator with a focus on empowering students

Empathetic and customer-focused trainer with a depth of experience in technology and telephony as an applications developer, creating user-friendly curricula that improves knowledge base. Quickly determine which approach will be most effective in group training settings, altering strategies based on unique learning styles. Continually assess systems to seek new opportunities to reach out to customers and improve techniques, adding value for investments. Recognized as a top-notch trainer who consistently exceeds expectations, as noted by high ratings on customer surveys.

Areas of Expertise

IT Services • Application Development • Training & Mentoring
Software Design • Systems Architecture • Sales Strategies • Cost Controls
Telephony • Value Engineering • Customized Solutions

Professional Experience

Real Estate Agent / Broker, COMPANY A, Phoenix, AZ	2002–2009
Partner / Owner, COMPANY B, Phoenix, AZ	2006–2008
Training Consultant, COMPANY C, Phoenix, AZ	2001–2002
Technical Trainer, COMPANY D, Phoenix, AZ	2000–2001
Applications Developer, COMPANY E, Phoenix, AZ	1998–2000
Manager of Programming Development, COMPANY F, Phoenix, AZ	1991–1997

COMPANY C, Phoenix, AZ

Leading provider of self-service and live contact center solutions spanning the entire customer service spectrum.

Training Consultant

Educated and trained customers on how to use company software and technology, working with consulting division to coordinate training courses. Redesigned Java programming course based on customer feedback.

- Decreased customer costs on additional training and retraining by developing new training programs that were more user-friendly and comprehensively covered topics.

COMPANY D, Phoenix, AZ

Premier provider of IT software skills training offering onsite training as well as a regular schedule of open-enrollment classes in more than 75 cities across North America and the U.K.

Technical Trainer

Directed trainings for groups of up to 30 covering topics that included C, C++, Java, Unix Shell Scripting, HTML, and Javascript. Taught classes both in house and at corporate locations such as Sony.

- Received consistently high evaluations from customers due to ability to explain technical specifications at varying levels, making information understandable by all.

COMPANY E, Phoenix, AZ

Satisfies the needs of healthcare providers through the sale of medical supplies.

Applications Developer

Utilized database to develop user interfaces and programs that offered value to end users. Created and implemented purchasing and inventory system to better track items and sales.

Continued...

COMPANY E, Applications Developer (continued)

- Developed new applications to aid sales teams in creating new opportunities while providing comprehensive customer solutions.
- Positioned company to save costs on printing processes through redesign of work flow, collaborating with designers to determine best approach.

COMPANY F, Phoenix, AZ

Provides data management products and services with expertise is in computer telephony integration software, IVR applications, predictive dialers, and advanced call center software.

Manager of Programming Development and Programmer Analyst

Promoted from initial position as Technical Support Specialist. Provided in-house training for new and existing customers to develop effectiveness with proprietary software. Developed application interfaces to customize software and telephony.

- Identified bug in technology system and championed remedy through collaboration with developing company, which had been reluctant to believe it was there.
- Enabled company to double size by implementing telephony system for client that allowed them to use telephone switch to more effectively route and direct calls.
- Recognized as invaluable contributor by continually exceeding expectations and taking on additional challenges.

COMPANY A, Phoenix, AZ

Community-based real estate brokerages representing buyers and sellers in residential real estate transactions.

Real Estate Agent / Broker

Advocated for buyers and sellers in real estate transactions, providing education and guidance throughout process to ensure successful outcomes that exceeded expectations. Taught classes to other real estate professionals to make the best use of technology in business. Created marketing initiatives, including networking, mailers, events, and open houses. Managed team of four agents and staff.

- Sold in excess of \$15 million in 2005 through strategic marketing and referral partnerships, generating 80% of business from referrals.
- Averaged more than 33 transactions annually, far exceeding six-transaction average, by staying active with client communications, selling 95% of listings.

COMPANY B, Phoenix, AZ

Sign company providing graphic design and support of marketing efforts for businesses and individuals.

Partner / Owner

Managed business development aspects, coordinating sales, client presentations, marketing, and financial planning for team of three. Consulted with clients to determine sign and marketing needs within budget constraints.

- Business realized a profit within eight months of startup, with consistent increase in revenue during initial months.
- Positioned client for sale within four months by designing sign plan to better advertise business.
- Aided new business in creating additional revenue by creating brand identity and marketing strategies.

Additional Experience

General Manager, COMPANY G, Melrose Park, PA

Education

B.S., Natural Science, MUHLENBERG COLLEGE, Allentown, PA