

## OBJECTIVE

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Opportunities to teach business people computer and professional skills.

Your Computer Lady      1994 – present      Tempe AZ  
As owner of Your Computer Lady, a successful 14-year-old computer support company, **first** I must convince my clients that they need training and that it will give them a solid **return on their investments** of time and dollars. Then I must make the training **worthwhile** and excite them enough that they come back to me for **more training!**

### Classroom Training

- Taught Beginner, Intermediate, Advanced **desktop** applications at ExecuTrain's Phoenix facility
- Taught **on-site** class for PraxAir in their training facility at the request of ExecuTrain.

### Small Group Training

- **Wrote** my own training manual for ACT! and taught the key features of the software in groups of 2 – 20. When possible the students were at computers working along with me. However, I sometimes had to keep their attention using a PowerPoint presentation they watched and make the concepts clear enough that they can apply them back at their desks.
- **Taught** ACT classes for a diverse range of companies: All Sign Systems Inc, Sun Valley Masonry, Challenger Space Center-Peoria, Core Construction, Feathers Fine Furnishings, Unistrut.
- **Created** my own training materials for Essential Computer Skills and taught groups of 2-15. Eight two-hour sessions were customized to give students both an overview of their computer's capabilities and specific skills to improve productivity and efficiency.
- **Taught** computer skills classes for a diverse range of companies and individuals in a variety of settings. Classes were customized to a specific firm and their specific business processes: Sources+Design Magazine, ASSA Abloy, BPLW Architects, Frame & Company Realtors.
- **Created** a series of classes which have been hosted by The Reference Library for its members and patrons.

### Teleclass and Webinar Training

- **Developed** series of ACT! classes that fit a teleclass format.
- **Taught** teleclass and webinar classes for online contact management database service with a national client base whose businesses ranged from international nurse placement to web-based recipe service to ad agency.

- **Instructed** ACT! Certified Consultant's clients via webinar series.
- **Taught** classes for attendees with mixed levels of computer expertise.

#### One-on-One Training

- **Built** a steady base of clients using a consultative approach for personalized training.
- **Utilized** online meetings for high quality, on-demand training.
- **Tutored** second grade students in computer skills at Thomas J Pappas School for Homeless Children.

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Additional job history, references and project samples available upon request.

#### Public Speaking

- Houston Business Council
- Construction Specifications Institute  
Phoenix Chapter & Southwest Region
- Tempe Chamber of Commerce
- Colorado Springs Professional Coaches Association

#### Author

- ACT! training materials
- Computer skills training materials
- Productivity/organization training materials
- User Guides for online contact management database
- Instructions for volunteers using online content management service for organization web site
- Technology articles for Sources+Design Magazine since 2002
- Technology articles for CSI Phoenix chapter newsletter since 1999

#### Strengths

- Contagious enthusiasm
- Ability to work at the student's skill level
- Patience to work at the student's learning speed
- Classroom management skills
- Diverse business experience
- Ability to analyze business processes and connect them to computer processes
- Daily, hands-on use of the software that I teach
- Consultative approach

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I am not a computer person. I am a business person who uses a computer to work smarter.