

NAME

TECHNICAL TRAINER AND SYSTEMS ENGINEER

Experienced in IT industry. Expertise in leading high-energy group sessions and writing clear, concise job aids. Effective communicator and public speaker able to simplify complex information. Proven successes in facilitation and transfer of knowledge and skills.

- Quality of Work Life Committees
- Writing Engineering Training Material
- Training Support Staff
- Coach Instructor
- Excel, PowerPoint, Word, SQL, Lotus Notes
- ISO Quality Auditing/Surveys

HIGHLIGHTS

Technical Training

- Increased usage of engineering database application by 50% through development of quality training materials, job aids and small group facilitation.
- Trained, advised and consulted with 20 engineers testing new software applications that resulted in acceptance sign-offs being completed in 3 weeks ahead of schedule.

Training and Development

- Contributed to reducing 30 day late order backlog to 15 days through systematic training and testing of 60 new outside technicians in Zone Control driving.
- Delivered more than 40 career presentations to high schools, junior high schools, college students and job fairs, as representative of the Society of Women Engineers.

Management

- Guided 43 computer applications through Y2K Certification review process, resulting in systems passing certification an average of 1 month ahead of schedule. Commendations received from several peers/managers.
- Reduced address database update time by 52% for 300,000 subscriber lines by managing support staff.

PROFESSIONAL EXPERIENCE

TELEPHONE BELL, White Plains, New York 1995 – present

Systems Software Engineer

Technical Specialist

NEW ENGLAND TELEPHONE, Portland & Bangor, Maine; Burlington, Vermont 1994 – 1995

Area Operations Manager

EDUCATION

UNIVERSITY OF UTAH, COROLLA, UT, **BACHELOR OF SCIENCE: CIVIL ENGINEERING**

PROFESSIONAL AFFILIATIONS

American Society of Civil Engineers, Professional Engineer (PE)