

SAM SMITH, M.ED

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TRAINING & DEVELOPMENT PROFESSIONAL WITH 13+ YEARS OF EXPERIENCE

Strategic Leadership & Collaboration/Instructional Design & Delivery/Performance Assessment & Testing

PROFESSIONAL SUMMARY

An innovative and solutions-focused Training and Development professional contributing progressive and diverse industry experience working in all facets of IT, relationship, and technical project management. Results-driven leader with a history of developing individuals and leading and educating adult learners, employees, and customers in a variety of on-the-job, remote learning, and classroom-based environments. Recognized as a skilled communicator, presenter, and facilitator with an ability to inspire commitment, direct all types of personalities, lead teams to maximize performance and promote continuous improvement, and present training programs in a stimulating manner using a combination of personality, multimedia, and group exercises. Able to provide clear expectations and directions and conceptualize and implement individualized instructional plans while fostering creativity and problem solving. Superior interpersonal, analytical, critical-thinking and assessment skills. Strong written, oral, and technical aptitude.

CORE COMPETENCIES

- *Staff & Management Training*
- *Team-Building & Coaching*
- *Technical Assistance/Guidance*
- *Cooperative Learning*
- *Customer Service & Support*
- *Creative Lesson Planning*
- *Instructional Design & Delivery*
- *Curriculum Design/Modification*
- *Remote Technology Training*
- *Career Path Planning/Growth*
- *Program Research & Analysis*
- *Project Direction/Management*
- *Performance Assessment/Testing*
- *Leadership/Talent Development*
- *E-Learning/Web-Based Trainings*
- *Group Presentations/Facilitation*
- *Policy & Procedure Development*
- *Process Innovation/Optimization*

EDUCATION

Master of Education in Educational Leadership; Graduated with Distinction

Northern Arizona University, Flagstaff, Arizona

Bachelor of Science in Business Administration; Dual Degrees in Management and Marketing

University of Wisconsin Platteville, Platteville, Wisconsin

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Oct. 2009 - Present
Adjunct Faculty

Certified Faculty Member in the College of Education; provided instruction for the Master's Program and taught general education courses in the Bachelor's Program for one of the largest private universities in North America.

- Conceptualized and introduced curriculum, materials, and narrative lesson-plans, delivered high-quality presentations and learning programs, and monitored impact/success of instruction; integrated course requirement documents and best practices.
- Implemented a variety of assessment techniques designed to measure students' progress in learning including differentiation in instruction to meet the individual needs of each student.

Selected Accomplishments:

- Consistently received exemplary remarks on student evaluations.
- Recognized for maintaining an interactive and collaborative classroom environment.

ABC Company Any Town, USA Apr. 2010 - Present
Solutions Engineer

Provided remote technology services to customers of Office Depot, Staples, and Sony for a fast-growing and entrepreneurial service and software provider with over \$1M consumers and small businesses nationwide.

- Effectively managed customers' technical support requests; provided valuable guidance in the setup of Windows 7, virus detection and removal, and the establishment of online backups.
- Analyzed customers' risks and needs and recommended appropriate service offerings; managed the delivery of recommended/agreed upon services to achieve high customer satisfaction.
- Resolved client issues; exercised strong troubleshooting skills, managed incidents to resolution and ensured product/service improvement.

Selected Accomplishments:

- Consistently selected to be part of new tenant teams to provide exceptional customer service.

PROFESSIONAL EXPERIENCE (CONTINUED)

ABC Company Any Town, USA Jul. 1999 - Sept. 2009

Information Systems Manager (Dec. 2005 - Sept. 2009)

Provided strategic and tactical leadership in the oversight of all computing, networking and information services for two (2) executive offices for one of the nation's leading public metropolitan research universities.

- Recruited, trained, and managed a staff of five (5) technicians; built an effective team through talent assessment, recruiting, team development, training, recognition, and accountability.
- Presided over and managed multiple technical process renovation and improvement projects; coordinated project calendar, directed cost controls, supervised crews, enforced quality standards, and met deadlines.
- Managed all virtual and physical servers for research functions including backup to tape, disk, and cloud.

Selected Accomplishments:

- Oversaw all help desk functions and staffing for up to 250 research users annually.

Senior Technology Support Analyst (Aug. 2004 - Dec. 2005)

Instrumental in the startup operations and ongoing support of The Biodiesel Institute at ABC Company; planned, organized, and directed computing, networking and information management services.

- Directed a team of three (3) in the purchase, racking and implementation of an EVA 3000 SAN for secure data storage; managed all servers and created department VLANs for secure data transmission.
- Hired and trained five (5) help desk support staff; provided leadership by creating a collaborative, innovative, and results-orientated environment.
- Created, wrote, and executed help desk procedures and processes for initial move-in and ongoing operations.

Associate Technology Support Analyst (Jul. 1999 - Aug. 2004)

Integral part of a five (5) person team tasked with supporting 1800 office and laboratory machines and numerous mobile technology devices.

- Redesigned department help desk and telephone support; increased first call effectiveness through training and strategic scheduling of personnel.
- Managed Symantec Ghost server; created all computer images for student labs.
- Directed the transition process from Novell to Windows Active Directory domain.

Selected Accomplishments:

- Recognized for displaying exceptional customer service and training skills; selected as the only team member to service requests from non-technical employees.
- Designed and re-cabled server room to eliminate inefficiencies caused by outdated wiring and standards; resulted in an 80% reduction in server down time over the course of two (2) years.

ABC Company Any Town, USA Aug. 1997 - Jul. 1999

Director of Technical Education

Hired to create a technical training program for customers with little to no computer experience for a state-funded adult education program.

- Created, implemented and taught a one (1) month course designed to give transitional workers from state and federal programs an A+ certification and new career option; ensured course fit government and industry needs.
- Managed two (2) technical shop employees and four (4) technical instructors.

Selected Accomplishments:

- Maintained a 95% first test pass rate with all students taught during employment tenure.

CERTIFICATIONS/DESIGNATIONS

- A+ Certification
- Dell Hardware Warranty Parts Technician
- Arizona State Certified Security Specialist Certification (AZ Government CISSP Equivalent)

TECHNICAL ADDENDUM

- Hardware: Dell, HP, HP Networking, Sony, VAIO
- Office & PDF Applications: Acrobat Pro, Sumatra PDF, Office 2010, 2007, 2003, 2000, 97, 4.3
- Operating Systems: Windows 7, Windows 2008 Server, Windows 2003 Server, Windows XP, Vista
- Website Expertise: Apache, Bluehost Web Hosting, Microsoft Internet Information Server, SQL Server

PROFESSIONAL DEVELOPMENT/ADVANCED TRAINING

- Certified Information Systems Security Professional (CISSP) Certification Preparation
- Certified Ethical Hacker (CEH)
- Managing and Maintaining a Windows Server 2003 Environment
- Quark Express Expert Training
- Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure