

## Summary

I believe in educating employees to increase their self-worth which, in my experience, makes them more loyal to and valuable to the company. I promote cross training to teach leadership and improve employee value to ensure skill set coverage and the company's goals are met.

I have managed upward of 250 employees.

I'm an experienced computer technician with more than 20 years of experience working on PCs and servers. I'm also experienced in cloud computing, server administration and physical infrastructure.

I am a capable trainer that has taught subjects from technology to culinary reaching all student types, novice to management to technology specialists. I have created and revamped curriculum to suit organizations' specific needs and have trained more than 700 engineers and tens of thousands of end users.

I am a creative website and graphic designer that has designed more than 250 websites for clients around the world and am trilingual in English, Spanish, and HTML.

I was a new media innovator that created the largest independent podcast group in the world for its time with steady growth and international audience.

Specialties: Management, Computer Support, Website Design, Training, Podcasting, Audio & Video Editing

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## Experience

### **Senior Office 365 Trainer at CarMax, Inc.**

May 2016 - August 2016

- Was offered a short contract to educate and assist with adoption of Office 365 within CarMax.
- Created and delivered the curriculum to educate more than 23,000 employees in the corporate headquarters, finance arm, satellite offices, and 160 stores across the United States.
- Traveled to various locations to deliver training in person.
- Offered white glove training not only to those in privileged positions, but anyone that needed it.
- Educated the different support groups on what they should expect and assisted them with writing knowledge base articles to continue support going forward.
- Assisted PM with some of his duties, taking some of the responsibilities off his shoulders.
- Wrote and maintained more than 50 simple how-to job aids for the end user audience.

### **Training Manager and End User Adoption Manager at Champion Solutions Group**

September 2014 - March 2016

- Managed training department.
- Created curriculum for classes taught remotely and in person using plain English, not techy language. Modified classes as needed based on clients' requirements.
- Scripted, recorded, edited, rendered, published, tagged, and marketed more than 150 tutorial videos to educate executives, IT administrators, and end users of Office 365. (As an example: <https://www.youtube.com/playlist?list=PL2WJ1vBdgbGP8CXI3B6s4QrzPD1XIKXvR>)
- Performed one-to-many web-based and classroom-based training to up to 120 end users at a time
- Performed technical training to administrators teaching things like the Office 365 Administration Portal, PowerShell, best practices, and more in technical language appropriate to the IT industry.
- Performed one-on-one customized training with all levels of employees from the mail room to executive level, remote and in person.
- Adapted existing training material for the organization's needs to deliver to technical and non-technical employees.
- Specialized in educating difficult students.
- Created customer-facing documentation of products and processes for education of end users.
- Traveled to several client sites across the US to deliver training in person and to act as an ambassador for Champion and diffused problematic situations.
- Developed new graphical assets such as logos for products, designs for T-Shirts, marketing assets, and more.
- Assisted the marketing department in shaping and launching campaigns to gain more market share.
- Helped coordinate the annual end of the year company party including securing the speaker, session planning, room setup, presentations, and more.

### **Office 365 Subject Matter Expert and Trainer at Microsoft**

September 2010 - September 2014

Aside from the standard duties of a SME/technical manager to a team of support engineers, I often educated and managed a specialized team of at-risk employees. I built the members of this team to become leaders and advanced technicians. When they returned to their previous teams, they assisted the management and their peers as assets that could be relied on. I did this through continuous training that instilled technical knowledge, theory, and self-reliance. I also helped them develop leadership, confidence, and camaraderie.

Beyond my role as an SME, I worked directly with middle and upper management to handle sensitive cases and resolve escalated customer issues. I worked with the engineers that have the most aged cases and assist in their resolution, educating the engineer at the same time to help them understand how to resolve similar cases in the future, diminishing their reliance on higher level support.

- Directly managed upward of 250 employees. This included coaching, motivation, up training, monitoring, reporting, discipline, and leading meetings.
- Coordinated bridges with data center operations, ISPs, and other key assets to resolve outages.
- Handled needs of VIPs when coming to site such as parking passes, security access, meals, directions, etc.
- Build the division's SharePoint site from the ground up.
- Worked with the recruiting department to assess and attract qualified employees to the company.

- Recruited & interviewed potential employees in the new hire selection process.
- Managed entire lifecycle of employees including discipline, developing action plans, and releasing if necessary.
- Trained classes of 30+ new hire employees, creating new and modifying existing curriculum to suit the needs of the project.
- Experience in training all types of learners to ensure every employee gains consistent training.
- Evaluated and certified new hires prior to them taking phone calls with customer base.
- Followed up with management to see if there were any gaps in new hires to complete skills training & adapt curriculum to improve future new hire training.

### **Host / Production Manager at Kore New Media Podcast Group**

August 2007 - July 2011

Kore New Media is an independent podcast group proud to claim one of the oldest names in the medium. The international cast covered topics such as off-beat news, video games, music, movies, role playing games and more, all with a healthy dose of sarcasm and humor. At its height, Kore New Media had nearly 13,000 listeners in 122 countries.

- Created the podcast group from the ground up when the concept of podcasting was brand new and still being defined.
- Recruited and developed hosts from around the world.
- Built and maintained 14 websites.
- Wrote daily scripts for hosts.
- Produced upward of 10 episodes a week at the peak of activity, more than 450 audio episodes and
- Wrote & directed video episodes.

### **Webmaster / Computer Technician at Paladin Innovative**

January 2000 - September 2010

- Provided technical support, marketing and training for small and mid-sized companies.
- Served businesses by maintaining their computers, servers, and infrastructures. Represented company as technical and creative expert.
- Created 250+ websites from concept to completion based on client requirements.
- Designed various marketing materials including business cards, brochures, postcards, packaging materials and more.
- Trained everyone from secretaries to CEOs in various technologies and computer programs.
- Acquired new clients through various marketing methods and partnerships.
- Worked as a subcontractor to several larger corporations with repeated business.
- Served residential and commercial clients, focusing on individual needs.
- Served high-profile clients such as State of Florida, State of Alabama, Ericsson Communications, Regions Bank, Bank of America, BankAtlantic, Zimmerman Advertising, IBM and many more.
- Volunteered professional services at public schools, churches and youth centers.
- Used SEO to position websites properly within search results.
- Owned and maintained up to 6 web servers with redundancy and 100% website and email uptime.
- Created and modified dozens of corporate logos and branding.

- Created and arranged publishing of advertisements in local and national magazines.
- Fixed home and office computers, upgrading, removing viruses, and protecting them from future attacks.

**Computer Technician III / Purchasing Manager at Allied Steel Buildings, Inc.**

February 2006 - February 2007

I was originally hired as level 1 support and made my way to level 3 before management noticed my ability to save the company money as a purchaser. I wrote the disaster recovery/business continuity plans, assisted the creative director and a multitude of other things necessary in a small company.

- Rebuilt physical infrastructure for phones and PCs.
- Upgraded electrical infrastructure.
- Built, upgraded, maintained and fixed workstation computers and printers.
- Programmed and maintained Samsung PBX.
- Planned and deployed major technology roll outs.
- Managed up to 30 employees at times to assist with various projects.
- Arranged contractors of various specialties to repair our facility.
- Assisted webmaster with website design and corrections.
- Assisted marketing director by creating and correcting graphics, creating and executing email blasts.
- Created manuals in plain English for employees to learn NetSuite and Salesforce.
- Purchased consumables (toner, ink, paper, batteries, etc.) and technology items, planning ahead and consistently under budget.
- Established long-term relationships with vendors for better product availability and pricing.
- Consistently located hard-to-find items.
- Planned and maintained corporate response for a disaster and formulated plans for action at SunGard.

**Skills & Expertise**

A lot of folks like to copy/paste resumes in a database, these are keywords for internal resume searches:

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|-------------------|-----------------------|
| Management        | Technical Training    |
| Technical Support | Program Management    |
| SharePoint        | Hardware              |
| Troubleshooting   | Website Building      |
| Windows Server    | Graphic Design        |
| Networking        | Radio Host Voice Over |
| Office 365        | Windows 7, 8, 10      |
| Servers           | Help Desk Support     |
| HTML              | Technical Writing     |
| Active Directory  | Purchasing            |
| Cloud Computing   | Management Consulting |
| Microsoft Office  | Website Promotion     |
| Windows           | Computer Graphics     |
| Podcasting        | User Interface Design |
| PowerShell        | Voice Acting          |

Purchase Management  
Network Administration  
Leadership  
Training  
Webmaster Services  
Software Documentation  
Employee Training  
Training & Development  
Inventory Management

Purchasing Management  
Website Management  
Website Administration  
Computer Hardware Troubleshooting  
Audio Editing  
Video Editing  
Office 365  
Microsoft Office

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## Certifications

### **Microsoft Certified Technology Specialist (MCTS) Windows 7, Configuration**

Microsoft License D416-9794 July 2011

### **Microsoft Certified IT Professional (MCITP) Enterprise Desktop Support**

Microsoft License D420-4620 July 2011

### **Microsoft Certified Solutions Associate**

Microsoft License D993-6644 April 2012

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## Education

### **Broward College**

Computer Science, 1995 – 1997

Activities and Societies: Member of the computer club.

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## Languages

### **English**

(Native or bilingual proficiency)

### **Spanish**

(Limited working proficiency)

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