

JANE SIMPSON

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INFORMATION TECHNOLOGY / COMPUTING SERVICES / OFFICE MANAGEMENT

Needs Assessment ▼ Process Improvement ▼ Training & Development ▼ Customer Support

Credentialed, results-driven professional with over four years' experience managing information technology, computing services, and training needs in fast-paced and high-growth environments. Adept in assessing technology needs, defining requirements, and evaluating software and hardware for enterprise-wide implementation. Skilled in troubleshooting, diagnosing, and resolving hardware, application, and operating system issues to maintain network and user connectivity. Articulate communicator with solid experience developing and facilitating training programs for savvy and novice users. Build sustainable business relationships and serve as a collaborative contributor and leader. Additional skills include:

- ▶ Strategic Planning
- ▶ Project Management
- ▶ Procedure Development
- ▶ End-User Training
- ▶ Quality Assurance
- ▶ Client / Vendor Relations
- ▶ Budget Development
- ▶ Marketing / Promotions
- ▶ Relationship Management

CERTIFICATIONS

- ▶ Microsoft Office Specialist Master Certification
- ▶ Train the Trainer Certification
- ▶ Microsoft Certified Professional, Windows XP
- ▶ Licensed Real Estate Agent

PROFESSIONAL EXPERIENCE

REAL ESTATE, INC., Canton, Ohio

2004 – Present

IT & Training Manager

- Charged with assessing technology and infrastructure needs, defining enterprise-wide requirements, and performing installation, troubleshooting, and maintenance functions for both software and hardware.
- Execute server administration functions and maintain network connectivity for two locations and a number of remote users, including identifying updates and patches to optimize security and efficiency.
- Develop and facilitate application-based training programs for technically-savvy and novice users.
- Partner with agents to prepare comparative market analyses, list properties, and write contracts.

KEY ACHIEVEMENTS:

- Evaluated office systems, identified gaps and redundancies, and recommended policy and procedural changes to increase productivity, boost organizational effectiveness, and drive continuous improvement.
- Independently planned, designed, and implemented an ACT! database to serve as a company-wide CRM tool, and ensure the achievement of client service, follow-through, and closing ratios.

COUNTY ASSOCIATION OF REALTORS, Canton, Ohio

2001 – 2004

Director of Computer Services

- Held full course development, scheduling, and facilitation responsibility for software training offered to 1,200 realtors and affiliate members within the seventh largest realtor association in Ohio.
- Instructed up to 16 classes each month to groups of up to 17 students, identified needs and styles, and excelled in fostering an environment conducive to the achievement of individual learning objectives.
- Submitted course content to the *Ohio Division of Real Estate* for continuing education program approval.
- Maintained Akron and Stark county computer labs with 15+ workstations each and associated peripherals.

KEY ACHIEVEMENTS:

- Supported a partnership with the *Akron Board of Realtors* and assumed the additional responsibility of designing and managing training programs for 1,000+ Akron-based firms and members.
- Collaborated with internal teams including finance to develop training and lab budgets, marketing to create plans to promote offerings and services, and senior leadership to evaluate capital expenditures.
- Coordinated a successful *Train the Trainer* seminar for association trainers to review member needs.

PROFESSIONAL EXPERIENCE *(Continued)*

STRATEGIC DESIGNS, Strasburg, Ohio

2000 – 2004

Owner

- Launched an enterprise offering computer training, web design, hosting, and maintenance services.
- Initiated and maintained client relationships through a focus on providing exceptional customer support.

TECHNICAL SKILLS

SOFTWARE: Word, Excel, PowerPoint, Outlook, ACT!, FrontPage, Dreamweaver, PageMaker

HARDWARE: Hard Drives, Firewire, Memory, Network Set-Up, Server Administration, Troubleshooting, Diagnosis, Repair, Installation, Upgrades, Remote / Wireless Access

OPERATING SYSTEMS: Windows 95, 98, Millennium, XP (Home & Professional)

PROGRAMMING: HTML, PHP, SHTML

PROFESSIONAL DEVELOPMENT

- ▶ *Completed, Information Technology & Business Coursework, Stark State College, 2001-Present*
- ▶ *Completed, Real Estate License Exam, Hondros College, 2004*

EDUCATIONCENTRAL ALABAMA COMMUNITY COLLEGE, Childersburg, Alabama
*Associates in Applied Science, Cum Laude, 1998***EXCELLENT REFERENCES AVAILABLE UPON REQUEST**