

SUMMARY OF QUALIFICATIONS

- Over 25 years of production management and training experience including employee supervision, customer service and project management
- Computer instructor (adults / continuing education) (2009 – present)
- Corporate trainer in the areas of business systems and sales procedures (2007 – 2008)
- Graphics production management (1995 – 2007)
- Project management, sales support (1992 – 1995)
- Classroom Instructor (LA County Regional Occupation Program) teaching Desktop Publishing and Introduction to Computers (1990 – 1992)
- Computer Store Manager (1988 – 1992)

EXPERIENCE **Glendale Community College**, Glendale, California (2009 – present)

- I am a classroom instructor in the school's Continuing Education Division (Office Skills/Business Technology) teaching Microsoft Office (Word, Excel, PowerPoint, Outlook) and various other computer courses to adults. I am responsible for course development, presentations, lectures, etc.

TraderMedia (Formerly Auto Trader Magazines), Ontario, California (2002 – 2008)

- Corporate Trainer, Business Systems, (2007 – 2008)
I was responsible for the training and support of our national sales and support staff in the use of our business systems, including paperwork completion, use of company software and hardware, and general procedures for advertising order submission.

This training included the creation and delivery of presentations (PowerPoint, video, etc.) in-person (one-on-one as well as classroom) and via webinar. Training required extensive travel to locations throughout the country as well as phone support.
- Regional Production Manager, (2002 – 2007)
I was responsible for the general management of four production facilities producing over 75 weekly Auto Trader publications, serving sales offices in the western states.

My duties included staff supervision (in four facilities with approximately 70 employees); the coordination of products and procedures; and developing / overseeing budgets. I acted as liaison between Sales, Production and Printing Plant personnel as well as the company's vendors.

I was also responsible to work with my staff in the areas of cost-containment, personnel development, scheduling, customer service, etc.

LA Weekly, OC Weekly, Los Angeles, California (1995 – 2002)

- Director of Production and Information Systems
I was responsible for the general management of the Production Departments, Information Systems Department, and New Media for the *LA Weekly* and *OC Weekly* newspapers. I supervised staff (approximately 20 graphics and IT employees), coordinated schedules and projects, oversaw the assembly and printing of the newspapers, and developed/administered departmental budgets.

I acted as liaison between the Sales, Editorial, Art and Production departments as well as between the *LA Weekly* and its printing and computer system vendors.

(continued)

Alliance Computer Group, Pasadena, California (1992 – 1995)

- Systems Specialist / Project Manager

Alliance Computer Group (ACG) was a systems integrator specializing in building, maintaining and supporting computer networks. ACG was a Novell Gold Authorized Reseller, an Apple Value Added Reseller, a Microsoft Solutions Provider, and assembled its own line of personal computers.

I was responsible for the entire sales, installation and support process including surveying customer needs, equipment and software installation, training, technical support, troubleshooting, and repair. I also acted as project manager for larger installations supervising all phases of project resources.

Singular Solutions, Pasadena, California (1988 – 1992)

- Store Manager

Singular Solutions was an authorized Apple dealer specializing in the sales and support of Macintosh computer equipment into the graphics industry. My duties included: general management of sales and service departments; sales, product demonstrations, and support of systems, peripherals and upgrades; customer support; employee supervision; conducting training classes for customers and staff; advertising, production of promotional material, public relations, and trade show organization.

I was also responsible for the maintenance and internal distribution of product and pricing information. I completed many courses offered by Apple and qualified for Apple's infrastructure funding as an Apple-certified Systems Engineer.

- Instructor, Los Angeles County, Office of Education

As an employee of Singular Solutions, I taught classes ("Introduction to Computers" and "Desktop Publishing") to adults at Beverly Hills High School through Los Angeles County's Regional Occupational Program. Courses included class lectures, demonstrations, and hands-on experience using word processing, graphics and desktop publishing software.

I had held a California vocational teaching credential (now expired).

EDUCATION Bachelor of Science Degree in Mass Communications, Emerson College, Boston, MA.

Throughout my career, I have taken a number of management and technical courses including general management, selling skills, computer systems management, etc.

I am a member of the ASTD (American Society for Training and Development).

My hobbies include digital photography and desktop video.

REFERENCES Available on request