



### AMS Instructor/Consultant Data Sheet

AMS 4067

This IBM Certified Instructor has **10+** years of IT experience and this consultant is a multi-disciplined professional with a background in computer education and project management. This consultant is an articulate communicator with the ability to work well with people at all levels. Self-directed, creative and well organized with the skills necessary to make a contribution to any innovative organization. This consultant holds the following certifications:

- IBM Certified Advanced Application Developer – Lotus Notes and Domino 6
- IBM Certified Advanced Instructor – Lotus Notes and Domino 6 Application Development
- IBM Certified System Administrator – Lotus Notes and Domino 6
- IBM Certified Instructor – Lotus Notes and Domino 6 System Administration
- PCLI (Principle Certified Lotus Instructor – R5 Application Development)
- PCLP (Principle Certified Lotus Professional – R5 Application Development)
- CIW-CI (Certified Internet Webmaster-Certified Instructor)
- MCIW-D (Master Certified Internet Webmaster – Designer)
- HDA (Certified Help Desk Analyst)
- CLEI (Certified Lotus End User Instructor Domino 6, R5.0 & R4.5)
- MOUS (Microsoft Office User Specialist)

#### PRODUCT SKILLS & CERTIFICATIONS:

VC	Number	Description
AP	ACCESS	Microsoft Access Application Training
AP	CORELD	Corel Draw Application Training
AP	DREAM	Macromedia Dreamweaver Application Training
AP	EXCEL	Microsoft Excel Application Training
AP	FIRE	Macromedia Fireworks Application Training
AP	FLASH	Macromedia Flash Application Training
AP	FPAGE	Microsoft Front Page Application Training
AP	HTML	Programming using HTML
AP	MAIL	Microsoft Mail for Windows Application Training
AP	NOTES	Lotus Notes Application Training
AP	OFFICE	Microsoft Office Application Training
AP	OL	Microsoft Outlook Application Training
AP	OL2	Microsoft Outlook 2000 Training
AP	PAGEM	Adobe Page Maker Training
AP	PHOTO	Adobe Photoshop Application Training
AP	POWER	Microsoft Power Point Application Training
AP	PROJEC	Microsoft Project Application Training
AP	VISIO	Visio Application Training
AP	WORD	Microsoft Word Application Training
AP	XML	XML Programming
LO	DAA	NOTES DOMINO APPLICATION ADMINISTRATION 6.5
LO	DOMINO	Workflow Design Domino Top Gun
LO	ND150	Moving to IBM Lotus Notes 6
LO	ND210	Maximizing Your Productivity with IBM Lotus Notes 6
LO	ND310	Help Desk Support for IBM Lotus Domino Release 4
LO	ND410	Preparing IBM Lotus Domino Release 4 Developers to us Designer 6
LO	ND420	Exploring the New Features of IBM Lotus Domino Designer 6
LO	ND510	Developing IBM Lotus Domino 6 Applications: Foundation Skills
LO	ND520	Developing IBM Lotus Domino 6 Applications: Intermediate
LO	ND610	Developing Dynamic Web Applications with IBM Lotus Domino 6
LO	ND710	Preparing IBM Lotus Notes Domino Release 4 Admin for Domino 6
LO	ND750	Administering IBM Lotus Domino 6: Operating Fundamentals

LO	ND760	Administering IBM Lotus Domino 6: Building the Infrastructure
LO	R5AAD	Domino Application Architecture
LO	R5CDA	Creating Domino Agents Using LotusScript
LO	R5DAA	Domino Application Architecture
LO	R5DAJ	Creating Domino Agents Using Java
LO	R5DDA	Deploying Domino Applications
LO	R5DDF	Domino Designer Fundamentals
LO	R5ENC	Extending the Notes Client
LO	R5HDS	Help Desk Support for Notes R5
LO	R5INC	Introducing the Notes Client
LO	R5JDA	Using Java in Domino R5 Applications
LO	R5MNM	Moving to Notes Mail
LO	R5NCS	Using Notes Calendaring & Scheduling
LO	R5NUU	Notes User Update
LO	R5ODA	Optimizing Domino Applications for Notes clients
LO	R5PTD	Performance Tuning a Domino Infrastructure
PG	CIW	CIW Training
PG	HDABC	Help Desk Analyst Boot Camp Certification Training
PG	HDESS	Help Desk Essential Skills for Help Desk Analyst

### **PROFESSIONAL EXPERIENCE:**

**2004 – Present**      **Alliance Micro Solutions, Inc.**      **Associate Instructor**  
 Provides training and consulting services to AMS clients nationwide for the technologies listed above.

**Systems Instructor – Computer Education Services Corporation**  
**(formerly IKON Education Services), employed since April 1994**

Train clients on Lotus Domino 6 & R5 Development and Administration, Certified Internet WebMaster, Help Desk Analyst certification courses and general computer applications. Developed training manuals for customized classes and client company's internal applications. Consult with clients on application rollouts, database and web design. Acting local human resources coordinator.

**Site Support Service Manager – Carlson Compute (purchased by IKON Education Services)**

Managed and developed resource tools utilized company-wide in sales and training departments. Managed Customer Service and Sales Assistant employees. Assisted Operations Manager with weekly and end of month revenue reports. Developed sales proposals. Trained Sales and Customer Service employees on registration system. Administered Health Care Plan and 401K for site employees.

**Resources Manager – Carlson Compute**

Managed Health Care Plan, 401(k) Plan, Flexible Spending Plan, Long-term Disability Plan, and employee files. Assisted CFO with Payroll, Disbursement Processing and Accounts Receivable. Developed sales procedures, training procedures, new Employee Handbook and various company policies and procedures. Co-Team Leader in the design and implementation of a new registration/database system. Developed company Intranet. Managed resource tools utilized company-wide in sales and training.

**Assistant Project Manager – Carlson Compute**

Managed Health Care Plan. Wrote Employee Handbook. Supported Marketing Manager and Corporate Services Manager. Point of contact for all vendors in producing news articles and company brochures. Managed data entry and internal training for new database programs.

**Corporate Administrator – Carlson Compute**

Supported Chairman and President. Managed company marketing including advertising, promotions, and company training brochure. Redesigned company brochure and reduced cost by 25%. Point of contact with Microsoft, Novell, and Lotus for company marketing reimbursement. Redesigned company course outlines, sales letters, and proposals.

**Project Experience:**

**Mecklenburg Area Mental Health** – Project Manager for Windows 98 & Word training. Created online assessment form for intranet, analyzed assessment results, and created reports. Created customized training manual for Windows 98, Word 2000, and department Intranet.

**NACCO**, Greenville, NC – Project Manager for Office 2000 rollout. Created Professional Development form for corporate office to analyze employee performance and training needs, managed employee assessment exams and created reports.

**First Union** – Created manual for internal “help desk” application, Remedy, and provided training sessions.

**Royal & Sun Alliance** – Designed web pages for Education intranet.

**IKON Technology Services** – Compiled manuals for internal registration system, Training Server.

**IKON Education Services** – Managed internal Lotus Notes databases for Customer Tracking and Schedule & Registration. Single Point of Contact (SPOC) for internal staff. Includes repair of hardware. Installation of operating systems and software. Registration of users on NT , Exchange, and Lotus Notes Servers.

**Carlson Compute** – Implemented and trained new registration Lotus Notes database.

**Clariant Corporation** – Technical support and training for rollout of Lotus Notes Mail, Windows NT, and Office 97.

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## **Product Experience:**

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### **Lotus Domino 6 Application Development & Systems Administration – Lotus Official Curriculum**

Exploring the New Features of IBM Lotus Domino Designer 6, Developing IBM Lotus Domino 6 Applications: Foundation Skills & Intermediate Skills, Developing Dynamic Web Applications with IBM Lotus Domino 6, Using LotusScript in IBM Lotus Domino Applications, Exploring New Features in IBM Notes Domino 6 Administration, Administering IBM Lotus Domino 6: Operating Fundamentals, Building the Infrastructure & Managing Servers and Users

### **Lotus R5 Application Development – Lotus Official Curriculum**

Domino Designer Fundamentals, Application Security and Workflow, Application Architecture, Using JavaScript in Domino, Using LotusScript in Domino Applications

### **Lotus Domino 6 End User – Lotus Official Curriculum**

Exploring New Features, Moving to IBM Lotus Notes 6, Maximizing Your Productivity with IBM Lotus Notes 6 for Power Users & for Executive Assistants, Help Desk Support

### **Lotus R5 End User – Lotus Official Curriculum**

Introducing the Notes Client, Extending the Notes Client, Working in Domino Databases, Moving to Notes Mail, Using Notes Calendaring and Scheduling, Help Desk Support

### **Lotus R4.x End User – Lotus Official Curriculum**

Basics, Working with Notes Beyond Basics , Power User, Mobile User, Introduction to Database Features, Advanced Database Features, Using Notes Mail, Lotus Notes Calendaring & Scheduling

### **Certified Internet Webmaster – CIW Official Curriculum**

Internet Foundation Series, Site Designer Series, Web Languages (JavaScript and Perl), ECommerce Designer Series, Application Development Series (PHP, ASP and Perl)

### **Help Desk Institute – HDI Official Curriculum**

Help Desk Analyst, Customer Support Services

### **Microsoft Office**

Windows XP, 2000, NT, 98, 95, Outlook 2002, 2000, 98 & 97, Excel 2002, 2000, 97, 7.0 & 4.0, PowerPoint 2002, 2000, 97, 7.0 & 4.0, Word 2002, 2000, 97, 7.0 & 6.0

### **Internet Development**

Netscape Navigator 6.2 & 4.0, HTML Programming, FrontPage 2002, 2000, 98 & 97, JavaScript, Perl, ASP, Dynamic HTML, XML, Flash MX, 5.0 & 4.0, DreamWeaver MX & 4.0

### **Desktop Publishing & Graphics**

Adobe Acrobat 5, PageMaker 6.5, 6.0 & 5.0, Visio 2002, 2000 & 5.0, CorelDraw 10.0, 9.0, 8.0 & 7.0

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## **Education**

Bachelor of Science – College of Business, Florida State University

**To Hire this Instructor, Please Call 800-798-3901**