

Martha Dudley

MCSE/MCT

Highlands Ranch, CO 80126

EMAIL: martha@marthadudley.com

303-898-9174

Candidate for Project Manager and Trainer

A passionate and entertaining presenter, I know how to use the different medias available to engage the students to insure optimal learning. Experienced at both non-technical and technical training, I am able to field a wide variety of questions and needs in the classroom environment. A self-starter, I have extensive experience at jumping into existing projects as well as launching projects from scratch. Whether it is classroom, online, or webinar training, I have the skill set to meet any businesses training needs.

Career Highlights

- Project Manager and Curriculum Developer for Ingram Micro's Online Microsoft Certification Training and member of the original Microsoft Online Learning Council
- Project Manager and Lead Instructor at AT&T, developing all curriculum and standards which resulted in AT&T launching 26 Training Centers nationwide
- Website developer developing, launching, and training for 180+ websites targeted for the real estate agents and offices.
- Project Manager for Help-U-Sell Colorado Region, launching GotIDX which packaged IDX and Point2 websites for 130 Help-U-Sell offices, outpacing every other reseller in Wolfnet's program
- Provided training for the Help-U-Sell Colorado Region, successfully implementing classroom, online, and email based training to allow the regional franchisees to grow their business such that after 2 yrs, the 17 Denver Franchises ranked 13th per the Denver Business Journal.

EXPERIENCE

Independent Contractor – DENVER, CO

TRAINER / WEBSITE DEVELOPER – November 2008 to Current

- Provide online training through GoToMeeting to real estate office nationwide, focusing on utilizing Outlook, operating Point2 software, instructing on how to export data from their MLS to analyze their market and develop a marketing plan
- Provide technical support via GoToMeeting, installing software remotely and repairing Outlook files
- Develop and Maintain websites specifically for Real Estate Professionals, including incorporating MLS IDX data into their websites

HELP-U-SELL COLORADO REGION

PRODUCT MANAGER, TRAINING AND SUPPORT – January 2005 - October 2008

- Project Manager packaging IDX with Point2 websites to launch 130 Help-U-Sell website nationwide within 3 months from design to implementation. Interfaced with MLS Services and boards to obtain IDX implementation approvals, outpacing every other reseller in Wolfnet's program.
- Franchisee training and support for Sales, Office Admin, Transaction Management, Computer implementation, and Website implementation. Success measured by Denver Help-U-Sell Franchises being ranked 13th in sales per the Denver Business Journal 2007 – an accomplishment as most offices only have 2-5 agents compared to competitors with 50+ agents.

HELP-U-SELL CORPORATE – DENVER, CO

WEBSITE PROJECT MANAGER – August 2002 to December 2004

- Project Manager for the implementation of the Help-U-Sell website www.helpusell.com used from 2003-2006 which allowed the organization to grow from 300 offices to over 800 offices. Website currently used by RE/MAX and which cannot be matched for functionality by any other product on the market today after 5 years of implementation
- Duties included system analysis, system design, vendor research and selection, deployment design, IDX implementation strategy design, development and deployment of online training and help modules, development of classroom training, development of end-user system manual
- Provided technical support for initial deployment, including interfacing with the boards and MLS services to trouble shoot IDX issues.
- Provided ongoing training at National Conventions.

EXECUTRAIN – DENVER, CO

MCT TECHNICAL INSTRUCTOR FOR MICROSOFT MCSE TRACK

January 1999 to June 2001

- Instructor providing MCSE certification instruction, specializing in TCP/IP and IIS Server
- Provided training for HTML courses
- Curriculum developer providing custom curriculum development and deployment including train-the-trainer sessions.

INDEPENDENT CONSULTANT – DENVER, CO

DISTANCE LEARNING INSTRUCTOR / CURRICULUM DEVELOPER

October 1997 to January 1999

- Online Instructor contracted by Ingram Micro to provide Microsoft MCSE certification courses.
- Curriculum Developer providing custom online courses

INGRAM MICRO TECHNICAL EDUCATION

September 1994 to October 1997

Promoted within the organization, I held 2 positions: originally hired as Senior Technical Instructor then promoted to Distance Learning Instructor and Curriculum Manager

DISTANCE LEARNING INSTRUCTOR AND CURRICULUM MANAGER

- Project Manager designing, developing, launching and implementing Ingram Micro's distance learning program, including developing press kits, advertising literature, multimedia presentations, and Web content, allowing them to generate an addition \$300,000 revenue in 6 months without the extensive cost of space and equipment required in implementing a classroom
- Served on the Microsoft Online Advisory council dedicated to providing input for the development of their online course delivery software.

SENIOR TECHNICAL INSTRUCTOR

- Certified Microsoft Instructor providing certification training for Microsoft Windows NT products, Microsoft Mail, and Microsoft TCP/IP.
- Certified SCO UNIX instructor providing SCO Xenix and UNIX training
- Curriculum developer providing custom courses

INDEPENDENT CONSULTANT

December 1989 to September 1994

- Project Manager and Programmer, listed on both the FoxPro Instructor and Developer's list, I focused primarily on providing turn-key applications developed in FoxPro.
- Instructor providing training and support for MS-DOS, SCO UNIX, FoxPro and Informix, along with documentation, curriculum development and trade show support.

AT&T - May 1983 to November 1989

Promoted within the organization, I held 3 positions: originally hired as Lead Instructor, promoted to Site Manager to develop site roll out implementation plan, and last promoted to Project Manager.

PROJECT MANAGER - AT&T – Santa Ana, CA

- Project Manager launching training for Anheuser-Busch's accounting application rollout, developing curriculum, providing classroom instruction and rolling out train-the-trainer classes.

SITE MANAGER / LEAD INSTRUCTOR - AT&T – Santa Ana, CA

- Opened and managed the Santa Ana training center, creating procedures manual and budgets for opening 26 training centers nationwide
- Instructed MSDOS, UNIX, end-user and database courses.

LEAD INSTRUCTOR / CURRICULUM DEVELOPER - AT&T – Denver, CO

- Project Manager, developing curriculum, instructor guides, and development standards that led to corporate funding for rollout of training centers in 26 cities.
- Provided classroom instruction in end-user applications, databases, spreadsheet, and UNIX.
- Managed 5 instructors.

XEROX CORPORATION - March 1980 to June 1983

Promoted from within, I held 2 positions with Xerox: originally hired by Market Development group to support retail stores, later promoted to PC Marketing Group to support product launch and all sales channels.

PC MARKETING GROUP – Dallas, TX

- Product Evangelist for Xerox Office Products Division promoting their new PC line
- Launch Team Member, Vendor liaison for all deliverables related to sales support and new PC product launch.
- Product Manager for Training Rollout for the Xerox PCs, creating sales training videos, demo scripts, and presentation books for all software.

MARKET DEVELOPMENT SUPPORT – Dallas, TX

- Sales Trainer providing Xerox's direct sales force and reseller division training on how to sell PCs.
- Retail Sales field support

EDUCATION

- MCSE/MCT – Microsoft Certified Instructor for Windows 3.x, Windows NT Workstation 3.51 & 4.0
- Adobe CS4 training
- Colorado Real Estate License
- Windows NT Server 3.51& 4.0, Microsoft Mail, Microsoft TCP/IP, Microsoft IIS Server
- SCO Certification – Train-the-Trainer, SCO XENIX and SCO UNIX classes.
- Xerox Training – SPIN and PSS Sales Training, Train-the-Trainer
- Louisiana State University of New Orleans – Fortran, Assemble Language, Cobol, and Basic

AREA OF EXPERTISE

- Project Management
- Classroom Instruction
- Courseware Development
- Online Learning (aka:Distance Learning) Development and Instruction
- Presentation Development

COMPUTER EXPERIENCE

- Operating Systems – UNIX, Windows, Win NT 3.5, Win NT 4.0, Win XP, Windows Vista
- Distance Learning Software – GoToMeeting, WebEx, Lotus LearningSpace, Impatica, Camtasia
- HTML/ Web Page DEV / FTP – Adobe CS4: DreamWeaver, Flash, Fireworks, HTML Coding, Adobe GoLive, CuteFTP, and more...
- Web Servers- Microsoft IIS 4.0 and Xitami
- DataBase/ Programming – MySQL, SQL 7.0, Visual Basic, FileMaker Pro, Dbase, FoxPro, Informix
- Graphics- Flash, Adobe Photoshop, Adobe Illustrator
- Desktop Publishing – Microsoft Publisher, Quark Xpress, FrameMaker, PageMaker
- Multimedia – PowerPoint, Astound, Flash 5, Impatica, Camtasia, Magix Video Editing
- Word Processing and Spreadsheets – Word, Word Perfect, Word Star, Excel, Lotus
- Email- Microsoft Outlook, Microsoft Exchange HTML, Netscape Messenger, Lotus Notes Email