

PROFESSIONAL EXPERIENCE

Self-employed Consultant

1990 - present

- Developed websites for various non-profit organizations.
- Developed and delivered user training programs and courseware in a wide variety of PC applications.

Communications Specialist

2005 - 2008

Learning & Development Services
University of Manitoba

- Developed user support materials, training materials and websites for a number of administrative systems used by university faculty, students and staff.

Technical Writer

1997 - 2004

Comcheq Services/Ceridian Canada

- Created and maintained a wide variety of print and online documentation for external and internal users.
- Managed the process of ensuring that all user documentation was complete, accurate and up-to-date.
- Developed and maintained print and web-based training materials.

Project Facilitator

1994 - 1995

Community Access Program - Industry Canada

- Developed, delivered and evaluated a training program in using the Internet for six rural communities around Manitoba.

Instructor

1987 - 1990

Red River College

- Provided classroom instruction, coaching and student evaluation for courses in accounting and computer applications.

EDUCATION / PROFESSIONAL DEVELOPMENT

Bachelor of Arts Degree, University of Toronto

Masters Degree (specializing in mathematical logic and philosophy of science), University of Toronto

Training Theory and Practice, NTL Institute, Bethel, Maine

Certificate in Adult Education, Public Service Commission of Canada, Ottawa

Consultation Skills, University Associates, Toronto

Society of Management Accountants, Ottawa

Consulting Skills, Consultants of Manitoba

Technical Communication Institute, Winnipeg

Creating Usable Online Documentation, The Rockley Group, Toronto

Internet Systems Specialist Program, University of Winnipeg