

UNISANCE, LLC (Formerly: SPEAK2YOU, INC.)

Massillon, OH

1999 – 2011

Company provides organizations with training and organizational development assistance & provides technical training.

TRAINER/ PROJECT MANAGER

Consulted with clients to assess their specific needs to design develop and implement training programs (including organizational development), including training aids and materials.

- Nationally recognized trainer & public speaking professional develops curriculum, manuals and delivers technical training for companies such as NCR
- Trained on public speaking skills, marketing message, technical subjects and soft-skills
- Developed curriculum and syllabus for various training programs both commercially and in local education environments
- Built strong relationships with clients, providing more deliverables than required, solved challenges quickly and efficiently, and providing results that far outweighed expectations
- Created graphics, produced video, performed voice-overs and produced components to achieve training goals
- Utilized as a trouble-shooter for projects stalled or in trouble

OHIO GRATINGS, INC.,

Canton, OH,

2000 – 2002

A \$30M+ industrial manufacturer of grating and other custom metal products, supplying an international market

DEVELOPMENT COORDINATOR (*Consultant- not employed by OGI)

Spearheaded development of Progress-based (Vantage) enterprise software program that was being customized in-house. The modified ERP system significantly improved the software interface, better served the needs of the company, provided enhanced software integration with actual sales needs and reduced sales time on the phone, leading to more accurate quoting. Coordinated training of company employees as new internal technology systems were implemented for accounting, ERP and other business functions. Worked directly with company President.

- Consulted with President to establish software specifications
- Formulated and implemented schedules for software upgrades and managed process
- Developed and maintained project documentation
- Engaged in recruiting/hiring activities for programmers
- Monitored software project and provided project status reports directly to President
- Prioritized and assigned tasks, addressed schedule conflicts and supplied resolutions
- Developed training curriculum and materials for users
- Assessed training needs, established training criteria and wrote training curriculum
- Delivered all curriculum for staff on subjects from Microsoft Office to ERP systems
- Measured results, and developed follow-up training programs
- Scheduled all training classes, assuring appropriate meeting room setups and equipment requirements
- Created marketing materials, including web site redesign and roll-out

SMYTH SYSTEMS, INC,

North Canton, OH,

1996 – 1999

National distributor provided POS systems (mainly NCR) to retail, grocery and food service

EAST COAST DEALER MANAGER

Recognized as an expert on specific NCR system software. Promoted to overseeing and managing east coast dealer sales and support. Oversaw training for all dealers nationwide. Developed and delivered Train-the-Trainer programs and materials; formulated installation specifications with salespeople; and trained staff.

- Assisted NCR in re-writing software manual, shortening training time
- Saved the company thousands of dollars by installing POS systems and training clients on its use
- Made dealers more effective in selling and installing systems, also saving them dollars, increasing their sales
- Trained dealers nationwide directly for NCR (after Smyth Systems closed), utilizing extensive knowledge of that POS system

EDUCATION

Graduate Study - *Communications & PR*, KENT STATE UNIVERSITY, Kent, OH (May, 2014)

BA, *Business Administration*, MALONE UNIVERSITY, Canton, OH (May, 2005)

AFFILIATIONS

Member OHSPRA (Ohio School Public Relations Association)

Former Member - CANTON REGIONAL CHAMBER OF COMMERCE

Former Member - JACKSON BELDEN CHAMBER OF COMMERCE

Former Board Member / Chair / Co-Chair - NATIONAL ASSOCIATION OF THE REMODELING INDUSTRY (NARI)