

Talented technical writer, copywriter and business development manager with excellent verbal and written communication skills and over 20 years of experience. Recognized for completing projects while exceeding customer expectations with regards to quality, scope and schedule. Strong project management, people and organizational skills across diversified client types and industries.

---

### Professional Experience

#### **President/Consultant/Tech Writer/Copywriter/Project Manager**

Young and Young Consulting, Inc.

5/1/2009 - 12/2015  
and 2002-2007

Multiple writing projects including the management, layout, development writing, formatting and updating of training manuals and user guides. Development of eBooks, online articles and blogs for healthcare client. Creation of a software user guide from design through online placement and creation of online knowledge databases and help systems for multiple clients. Search engine optimization and website design and development. Provided technical writing and professional services in support of NASA and Japanese Space Agency consulting efforts. Wrote and revised project management materials for large IT implementation at AOL/Time Warner.

#### **Director, Education and Training Services**

Planview, Inc.

1/1/2008 - 4/2009

- Managed a team of training consultants conducting Planview tool training at client sites throughout the US and wrote content for client-facing website to promote Instructor-Led and Remote E-Learning training programs.
- Developed strategic training plans for clients to address multiple learning methods and job roles and negotiated Statements of Work with clients to define training requirements and delivery.

#### **Project Manager / Technical Writer**

Integrity Consulting

1998-1999

- Managed multimedia and documentation projects from conceptualization to completion, including scheduling resources, managing deliverables and conducting functional review and final approval sessions.
- Interviewed technical experts, marketing personnel and management to obtain requirements and content for internal and external customers.
- Produced and delivered high quality technical documentation to meet time critical schedule requirements for Compaq Computers.

#### **Business Development Manager**

TechKnowledge Consulting Corporation

1997-1998

Established partnerships within business ecosystem to increase sales opportunities and provide business opportunities. Consulted with clients regarding infrastructure, voice and data technologies to develop proposals and project documentation. Identified and recruited potential senior level consultants for projects.

**Branch Sales Manager**

Paranet, Inc.

1996-1997

- Sold computer networking services to Fortune 1000 companies increasing revenue by 40% during first six months of branch operation, expanding into current clients and locating and closing new business.
- Managed profit and loss of branch, consistently exceeding profitability goals.
- Wrote sales proposals and directed engineering resources providing input for technical scopes of work.
- Hired and managed branch technical analysts with 100% retention during tenure.

**Training Manager and Director of Customer Happiness**

Educational Services Institute (ESI)

1992-1996

**Sales / Managing Director**

Ronkin Educational Group

1991-1992

**Educator**

Our Lady of Victory School

1987-1990

**Purchasing Agent**

National Institutes of Health

1986-1987

**Education & Extracurricular****Troop Unit Training Coordinator**

Boy Scout Troop 1134, Roswell, GA

**Cub Scout Event and Camping Coordinator**

Cub Scout Pack 1134, Roswell, GA

**Scholarships Volunteer****Emerge Scholarship Program****University of Virginia**

Bachelor of Arts, Psychology and English. 1985

---

References available upon request