

RICHARD J. WERSINGER, M.S.

PMB 278, 8002 Northeast Highway 99, Suite B
Vancouver, Washington 98665
(360) 687-1664 ♦ cell: (360) 901-1915
rich@rjwconsulting.org ♦ fax: (360) 687-1513

Desktop Applications Trainer

vision

... especially where there is a need for a trainer dedicated to clients' learning success.

training & teaching success

- Fios, Inc. (2007 – 2010) As technical trainer, developed and delivered client training on company's products and services, including our hosted review platform, Fios Prevail. Developed syllabi and training content for instructor-led training, delivered remotely over the Web and on-site. Developed, produced and published on-demand training tutorials of recorded and narrated video.
 - Western Federal Lands Highway Division (2005 - 2007) As training instructor developed and delivered end user training to meet the needs of a wide range of user abilities. My objective was to help current staff (~270) become more productive in the use of the entire suite of Microsoft Office Applications. Developed and conducted training supporting upgrade from Microsoft Office 2000 to Microsoft Office 2003 Professional Enterprise Edition.
Employed by the following contractors while supporting Western Federal Lands Highway Division:
Diligent Consulting, Inc. (Apr. 2006 - June 2007)
S&K Technologies, Inc. (Dec. 2005 - Mar. 2006)
 - Heald College (1999-2005). Designed and maintained Web site <http://www.MrWteaches.net> to enhance student learning. Taught: Web Page Design and Creation, Microsoft Office 2000-2003, Advanced MS Word 2000-2003, Advanced MS Access 2002, Advanced MS PowerPoint 2000-2003, Advanced MS Excel 2000/-2003, and more.
 - WSU-V (1999). Taught three levels of Word and Excel courses, Introduction to PC, and Introduction to Windows classes under contracts with Washington State University - Vancouver Continuing Education Program.
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applications expertise

- Power user and trainer of Microsoft Word, Excel, and PowerPoint.
 - Extensive Windows and Macintosh platform experience on networks. Solid cross platform acumen.
 - Power user of TechSmith's Camtasia Studio and SnagIt.
 - Experienced teacher and creator of Web sites employing XHTML and CSS "hand" coding and Macromedia Dreamweaver on Windows and Macintosh.
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certifications

- Microsoft Office Specialist Master & Master Instructor: Office 2003
 - Microsoft Office Specialist Master & Master Instructor: Office XP
 - Microsoft Office Specialist Master & Master Instructor, Office 2000
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education	1982–1984	Golden Gate University • M.S., Human Relations	San Francisco, CA
	1979–1980	Darton College • MBA preparation courses	Albany, GA
	1966–1970	University of South Carolina • B.S., Chemistry and Naval Science	Columbia, SC
	1999	Toastmasters International	Vancouver, WA

Web site development	<ul style="list-style-type: none">• My approach: To greatest extent possible utilize the technologies of “Web standards.” (See webstandards.org)<ul style="list-style-type: none">– Designing and building with these standards simplifies and lowers the cost of production, while delivering sites that are accessible to more people and more types of Internet devices.• Created, designed, deployed and now maintain MrWteaches.net supporting courses taught at Heald College, Portland since 2000<ul style="list-style-type: none">– Made extensive use of XHTML, CSS, PHP, MySQL technologies– Integrated Blogging, Forum and MediaWiki technologies.– Web site user testing and feedback greatly informed design evolution.• Created, designed and now maintain the non-profit Menswork.org, since 2003.<ul style="list-style-type: none">– Again, make extensive use of XHTML, CSS, PHP, MySQL technologies.– Integrated e-commerce enabling online registration for Annual Gathering.– Created, design, and deployed password protected intranet for Leadership Council planning and management of Gathering.
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procurement management	1990–1998	AEGIS Program Office Acquisition Manager (GS-13)	Arlington, VA
		<ul style="list-style-type: none">• Managed procurements for major US Navy program• Member of DoD Acquisition Professional Community• Significant leadership, fiscal, and business responsibilities• Performance Awards: 1994, 1995, 1996, 1997	

earlier management	1987–1990	Naval Sea Systems Command Project Engineer (GM-13)	Arlington, VA
		<ul style="list-style-type: none">• Directed procurements, budget, technical issues for foreign navy program• Performance Awards: 1988, 1989, 1990	

interests	<ul style="list-style-type: none">• Volunteer. Men’s Council of the Greater Washington DC Area. Designed and maintain their Web site. http://www.menswork.org• Volunteer: MOAA Columbia River Chapter newsletter editor and Webmaster for http://www.moaacolumbiariver.org.• Bird-watching, geology (particularly Pacific Northwest), poetry recitation, computer technologies, Web design, classical music, rock & roll, reading, Web developments.
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associations	<ul style="list-style-type: none">• Member: American Society of Training and Development, active member of local ASTD Cascadia chapter• Member: Military Officers Association of America (MOAA) http://www.moaa.org, active member of local Columbia River Chapter
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Software Competencies			
Software Application	Years of Experience	Expertise Level	OS
TechSmith Camtasia through v6	2	Expert	WIN
TechSmith SnagIt through v9	3.5	Expert	WIN
Microsoft Sharepoint User	2	Expert	WIN
MS Word through 2007	25	Expert	WIN/MAC
MS Excel through 2007	25	Expert	WIN/MAC
MS PowerPoint through 2007	23	Expert	WIN/MAC
MS Access through 2003	7	Competent	WIN
MS Outlook through 2007	11	Expert	WIN
MS Publisher through 2003	3	Novice	WIN
Adobe Acrobat v.8 Standard	3	Expert	WIN
Adobe Photoshop	5	Novice	WIN/MAC
MS Internet Explorer v6+	9	Expert	WIN/MAC
MS Internet Explorer v7	3	Expert	WIN
Mozilla Firefox	7	Expert	WIN/MAC
MS Entourage	7	Expert	MAC
Apple Safari	7	Expert	MAC
Macromedia Dreamweaver MX 2004	11	Expert	WIN/MAC
HTML - XHTML	11	Expert	WIN/MAC
CSS	10	Expert	WIN/MAC
osCommerce	7	Competent	WIN/MAC
Movable Type (blogging)	9	Expert	WIN/MAC
PHP & MySQL	9	Competent	WIN/MAC
MediaWiki	7	Competent	WIN/MAC
PHPBB Forums	4	Competent	WIN/MAC
Macromedia Fireworks	10	Competent	MAC
Claris Filemaker Pro	18	Expert	WIN/MAC
WebEx	2	Expert	Web
Microsoft Live Meeting	2	Expert	Web