**SUMMARY**

Time-Proven, Adaptable Software Educator with Accounting and Sales Background. Able to Absorb and Teach Complex Applications Quickly with the Objective of Motivating and Empowering End Users. Custom Content Author and Developer. Experienced in System Testing and SEI Level III Methodologies.

**An SAP Authorized and Certified Education Resource**

**An SAP Certified Application Associate in Crystal Reports and BusinessObjects Web Intelligence – all versions, all levels.**

**PROFESSIONAL EXPERIENCE**

**SAP Education Specialist** 2007-present

**RCC ENTerprises LLC – An SAP Certified Education Provider**

* SAP Certified Instructor of – SAP BusinessObjects Web Intelligence, Information/Universe Design tools, Crystal Reports and SAP Dashboards/Xcelsius courses, all levels, all versions.
* Technical Writing of Custom Training Material and e-Learning solutions using Adobe Captivate, TechSmith Camtasia and SAP WPB Producer for Tutorial Videos.

**Contracting at Benjamin Moore & Co., Montvale, NJ** 2016

* Redesigned, Developed and Conducted a Soup-to-Nuts training program around BEx sourced SAP Web Intelligence 4.1.
* Authored all Custom Training Materials for Print and LMS Web-based using SAP Workforce Performance Builder.

**Senior Principle Consultant** 2004 - 2007

**Capgemini Consulting - Jersey City, NJ - A Business Objects Authorized Education Partner**

* Authored, Developed and Delivered Custom Business Objects Training Content and Instruction.
* Sold and Managed Training Engagements.
* Authored Sales, Marketing and Custom Training Materials.

**Knowledge Transfer Consultant** 2003

**Contracting at Sky Solutions, LLC. - Hasbrouck Heights, NJ**

* Developed and Executed System Test Scripts for New Proprietary Application.
* Designed, Authored and Conducted Training Program and Materials for New Product Launch.

**Software Trainer, System Tester & Technical Writer** 1999-2003

**IBM Global Services contracting at Lucent Technologies, Inc. - Murray Hill, NJ Lucent Technologies, Inc. - Employee, Warren, NJ**

* Organized and Conducted Domestic and International Training for Cognos, Business Objects and Lucent Technologies Proprietary utilizing WebEx, NetMeeting and Adobe Captivate.
* Authored Integrated System and Unit Test Plans for New Software Releases, Developed and Performed Functional and Regression Case Testing adhering to SEI III CMM Standards.
* Published Web-Help and Course Manuals utilizing RoboHelp and FrameMaker.

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**Information Technology Specialist & Payroll Manager** 1995-1999

**Personal Computer Learning Centers of America, Inc. - Edison, NJ**

* Conducted Corporate Software Training - Beginners through Advanced levels of Microsoft Word, PowerPoint, Excel, Windows 95/NT, and Outlook.
* Team Leader and Trainer for a $1 million, 10 month Windows 95/Outlook 97 rollout project for Johnson & Johnson, Ethicon for over 2,000 users, training 3 work shifts in NJ, TX, GA, & Puerto Rico.
* Authored Training Manuals and Course Outlines.
* Help Desk, Desktop Support, Train the Trainer.
* Prepared Semi-Monthly Payroll and Benefits Administration for 150 associates on Ceridian and ADP Payroll Software.

**Corporate Staffing Consultant** 1993-1995

**Abbott Associates - Lyndhurst, NJ**

* Performed Job Order Marketing, Cold Calls, Mailings and Recruiting.
* Performed Interviewing, Reference Checking, Candidate Presentation and Follow Through.

**Senior Accountant** 1989-1993

**Dun & Bradstreet Information Service, N.A.-U.S. Inc. - Murray Hill, NJ**

* Preparation, Consolidation, Analysis, Presentation and Corporate Submission of Full Monthly Financial
* Statement Package including Balance Sheet, Cash Flow, Income Statements and Intercompany.
* Sales, Revenue and Expense Analysis/Forecasts for Majority of Regional Field Offices.

**Corporate Staff Accountant** 1987-1989

**Automatic Data Processing, Inc., Corporate Headquarters - Roseland, NJ**

* Preparation of Financial Statements, Income/Expense Summaries and Budget Variances.

**EDUCATION/CERTIFICATIONS**

**Bachelor of Science Degree in Accounting** – State University of New York at Albany, Minor – Business

Administration.

**Magna Cum Laude Graduate with Associates Degree in Business Administration** - County College of Morris.

**SAP Certified Application Associate – SAP BusinessObjects Web Intelligence 4.2 and prior**

**SAP Certified Application Associate – Crystal Reports 2013 and prior**

**SAP BusinessObjects Knowledge Accelerator** – **Certified** **Content Developer**.