

## Objective

I am seeking a multi-tasking position where my years of experience consulting, implementing, teaching, and supporting MEP and architectural software products could be used to best advantage.

## Summary of Professional Experience

In my 20 plus years of working for Autodesk resellers, I have strived to provide successful software implementation consulting, custom training programs, installation, and technical support services to large and small MEP engineering, architecture, and construction firms across the USA and Canada. Working intimately with many firms of varying types, I have acquired in-depth knowledge of their processes from conceptual design to project completion, and identified common issues, best practices, and pitfalls to avoid. This experience has enhanced all of the services I have provided. I was also frequently called upon by our sales professionals to discuss our software with their clients, propose and produce custom training plans, and perform technical sales presentations.

My most current work focused on Revit MEP, AutoCAD MEP, NavisWorks, Design Review, and AutoCAD Architecture. I have worked with these products since their first Autodesk releases. I have been extremely interested in sustainable design since 1970's and have just started experimenting with Green Building Studio and Ecotect. In the past, I also implemented, trained, supported and installed Softdesk's entire architectural, MEP, structural and civil engineering product lines and Autodesk VIZ/3D Studio VIZ. Before focusing on software, I also sold, delivered, installed, and configured complete networks of CAD software, computer hardware, and plotters.

I have received multiple certifications as an Autodesk Certified Implementation Expert for MEP and as an Autodesk Official Training Center (AOTC) Certified Instructor. I have also been certified by Autodesk and others (when available) on other supported products.

I have written and edited commercially available training courseware. Clients will testify that I am also a prolific creator of illustrated technical documents and videos designed to walk them through specific, complex processes and to supplement standard courseware.

Prior to working at Autodesk Resellers, I was a designer and project manager at a multi-disciplinary A/E/C firm. With double-digit interest rates in the mid-80's choking the construction industry, it was easy to make the decision to join a fledgling Autodesk dealership as its first full-time employee.

I have enjoyed getting out into the world, meeting and working with a wide range of people and companies, and the challenge of working with new technologies. I look eagerly forward to new opportunities to do so again.

## Personal Characteristics

### Quick Study of Technical Information, Ability to Explain Complex Topics in Understandable Terms

- Supporting multiple products over a number of years required that I be able to quickly grasp new technical information. My best skill I believe is the ability to communicate this complex information in an understandable manner and relate it to the everyday tasks of the people I am working with.

### Trustworthy, Responsible, Independent Worker, Adaptable Problem-Solver

- For years, employers and customers have found that confidential information I have gained about their company's business, processes, projects, and clients has remained confidential.
- I worked remotely while at IMAGINiT, Taylor Technologies, and Digital Resource with management located in other states. At IMAGINiT and Taylor Technologies I worked out of a home-office when not traveling to work on-site. For these relationships to last I had to prove that I was a responsible, hard-working employee capable of functioning independently and making on-the-spot decisions with sound judgment.

### Leader and Team-Player

- I have been a conscientious team player and leader, most recently volunteering to mentor multiple technical employees to improve their skills and collaborated frequently with co-workers. I also supported the efforts of multiple sales teams across the USA and Canada, providing technical advice, information, sales presentations and service proposals.

### Inquisitive, Enthusiastic, People-Person

- I am very comfortable dropping into unfamiliar offices to discuss processes and issues within a custom training situation or as part of a software implementation consulting service.
- I believe that enthusiasm, encouragement and a light atmosphere are key ingredients for successful technical training.

## Professional Employment History

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### IMAGINiT Technologies

A Division of Rand Worldwide and Autodesk Reseller

April 2006 - June 2009

#### Senior Applications Specialist

- Traveled across the US and Canada providing implementation consulting and custom training programs for Revit MEP, AutoCAD MEP, AutoCAD Architecture, and NavisWorks
- Developed a successful implementation method for Revit MEP, adaptable to client's specific needs and goals
- Presented numerous successful single and multi-office technical training sessions via the Web
- Worked mostly with IMAGINiT Platinum clients – large, multi-office, national/international MEP and architectural firms
- Locally provided training for Autodesk VIZ 2008 (and previous versions) and VIZ Render 2006 and 2007
- Provided technical sales support including:
  - Frequent software demonstrations and seminar series in-person and web presentations
  - Frequent conference calls to determine the appropriate software needs of customers
  - Frequent development and documentation of custom training plan proposals
- Provided advanced support for our national Technical Support Center and direct support to customers for Revit MEP, AutoCAD MEP, AutoCAD Architecture, and NavisWorks softwares

#### Technical Writer for Ascent

Ascent is also a division of Rand Worldwide

- Wrote a number of chapters for the Ascent, AutoCAD 2010 from 2009 Update courseware
- Wrote a portion of the Ascent AutoCAD Advanced 2010 courseware
- Edited the Revit Architecture 2009 courseware
- Edited the AutoCAD Architecture 2009 courseware

### Taylor Technologies, Inc.

Autodesk Reseller Purchased by Rand Worldwide April, 2006 and Integrated into IMAGINiT

April 1998 - April 2006

#### Architectural and Building Systems Product Manager

2000-2006

- Responsible for start-up of the Milwaukee area TTI office (Corporate office located in Iron Mountain, MI)
- Provided technical sales, training, support, sales presentations and installation of Autodesk Architectural Desktop, Autodesk Building Systems, 3D Studio VIZ, and in the earlier years, the entire Softdesk architectural and building systems software product lines
- Frequent tech tip contributor to TTI newsletter
- Developed "Strategic Process Review" implementation consulting for TTI Strategic Accounts (larger accounts)
  - Gathered data, developed and performed on-site interviews of representatives from all CAD related departments
  - Developed reports which summarized existing organization, processes and standards and provided recommendations for how to proceed with a new software implementation
  - Developed questionnaires to identify what skills sets were required by staff members to perform their jobs
  - Designed and performed training assessments for the architectural and building systems products
  - Developed custom training classes and individualized custom training programs for each individual
  - Performed and/or managed the customized training
- Managed architectural and building systems training programs provided by multiple instructors
- Provided training at 6 TTI offices as well as on-site

#### Architectural and Building Systems Technical Sales

1998-2000

- Performed sales of software, technical services, computer hardware, and plotters
- Delivered, installed and configured simple networks, computer systems and plotters
- Trained and supported Architectural Desktop, Autodesk Building Systems, 3D Studio VIZ, and in the earliest years, the entire Softdesk architectural and building systems product lines
- Delivered, installed and configured simple networks, computer systems and plotters

### Alderbrook Technologies dba Digital Resource, LLC

Autodesk Reseller

July 1993 - March 1998

#### Software Sales / Training / Consulting / Support

- Responsible for start-up of Milwaukee area office (Corporate office located in Bloomington, MN)
- Primary responsibility was the sales of software, technical services, computer hardware, and plotters
- Seminar and trade-show planning, advertising, and mailing designs
- Provided training and technical support for AutoCAD, 3D Studio VIZ, Softdesk architectural, building systems, and civil engineering software products
- Delivered, installed and configured simple networks, computer systems and plotters
- Responsible for technical staff and maintaining Autodesk/Softdesk Authorized Training Center Certification
- Responsible for design and build-out of both two Digital Resource-Wisconsin offices

## **CADSYS/CAD Systems of Wisconsin**

Autodesk Reseller

January 1985 - July 1993

### **Softdesk Product Manager**

1988-1993

- Responsible for the promotion of all Softdesk products (formerly DCA Engineering)
  - Performed consulting, training, technical support, technical sales presentations of AutoCAD and Softdesk architectural, building systems, and civil engineering software products, Auto-Shade, and Renderman
  - Promoted Softdesk products through calling prospects and existing customers, and newsletters
  - Organized and provided sales seminars for Softdesk products
- Design and modification of CADSYS offices to meet changing space required in Milwaukee, Chicago, and Dallas
- Designed 8000 square foot CADSYS corporate headquarters build-out

### **A/E/C Consultant and Training Coordinator**

1985-1988

- Performed software training, support, installation and sales presentations
- Researched and evaluated software programs that interfaced with AutoCAD for architecture, building systems, and civil engineering
- Supervision of all technicians

## **Threshold Design, Inc./TDI**

Multi-disciplinary architectural/MEP/structural firm

July 1978 - December 1985

### **Project Manager/Designer for Architecture and Interior Design**

- Design and coordination of the following types of projects from initial concepts and approvals to completion of construction: various military projects, healthcare facilities, multi-family housing developments, restaurants, building rehabilitations, and office buildings

## **Professional Education and Technical Certifications**

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### **Software Certifications and Training**

- Completion of Autodesk 2010 product training for architecture and MEP
- Autodesk exam certification as an Autodesk Certified Implementation Expert for MEP
- Autodesk Tech Camp training 2006-2009 Architecture/MEP Track
- 2005-2008 Autodesk PSE exam certified: AutoCAD, AutoCAD Architecture/Architectural Desktop AutoCAD MEP/Building Systems, VIZ / 3D Studio VIZ
- Softdesk Level I and II Architectural Products Training and Certification
- Sales Competency Certifications for Architectural Desktop, Land Development Desktop. AutoCAD MAP, CAD Overlay

### **Miscellaneous Training**

- Multiple technical and sales training sessions for Autodesk architectural and MEP products, VIZ photo-realistic rendering, the entire Softdesk architectural, building systems, and civil engineering product lines, and AutoCAD MAP over the years
- Winning Sales Presentation Team Member - Autodesk MEP Sales Training, Chicago, December 2005

## **Education**

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### **University of Wisconsin-Milwaukee**

#### **Master of Architecture, 1976 – 1983**

3-year, full-time program

Full time student August, 1977-May, 1978, part-time student and full-time employee at Threshold Design/TDI 1978 until graduation in 1984

- 1984 First Place Graduate Research Award and Prize from the Association of Collegiate Schools of Architecture
- 1984 Award for Research Excellence from the Center for Architecture and Urban Planning Research
- 1976 Wisconsin Architects' Foundation Scholarship

### **University of Wisconsin-Madison**

#### **Bachelor of Science, Interior Design, with Honors 1972 – 1976**

- Dean's Honor list – 6 semesters
- Dean's High Honor list – 2 semesters
- Member of Omicron Nu Honor Fraternity

## **References**

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- Employer, client, and colleague references are available upon request.