

Shirley L. Lund

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Professional Experience

- 20+ years experience in desktop publishing.
- 20+ years experience as software trainer.
- 16 years experience in client consultation.
- 15 years experience in documentation development/publication.
- 10 years experience in World Wide Web Authoring.
- 10 years experience as office manager.
- 8 years experience in infrastructure development.

Key Accomplishments

- Provided on-going application training for Bronson Hospital, Kalamazoo
- Delivered word processing and spreadsheet conversion training to Bilmar Foods, Zeeland
- Developed training program, documentation, and support tools for Helene Curtis, Chicago
- Developed management training series and support tools for Nippondenso, Inc, Battle Creek
- Provided document conversion and software training to Nippondenso-Australia
- Developed emergency procedures manual for Pacific Gas and Light, San Francisco
- Provided new procedures training for Peoples Gas, Chicago
- Provided software training to Sandoz Pharmaceuticals, New Jersey
- Developed procedures manual for Kemper Insurance, Chicago
- Provided update schematics for ABEX Corporation, Kalamazoo

Technical Expertise

Word Processing

MS Word
WordPerfect

Specialty

COMAC
Vantive

Spreadsheet/Database

Access
Excel

DeskTop Publishing

PageMaker
Quark Express

Graphics

Corel Draw
PaintShop Pro
PhotoShop

Communications

Outlook
GroupWise
Pegasus

Presentation:

PowerPoint

Management

Act!

Summarized Job History

Lund & Lund

Owner
Web Page Designer
Software Trainer

Enge & Associates

General Manager
Software Support
Software Trainer

AutoTrader

Desktop Publishing

Performance Management Inc.

Instructional Specialist

Bob Weir & Associates

Office Manager
Desktop Publisher
Software Trainer

Richard Allen Medical

Admin. Assist. to V.P. Marketing

Education, B.A.

Western Michigan University, Kalamazoo, MI. Major: English; Minor: Business Communications