

# 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