

Ronald W. Doyle

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OBJECTIVE

I am a goal-oriented individual who desires to use my education, experience, management skills, and team building strengths in the field of Adult & Corporate Training. Helping people to become better at their computer skills by evaluating, implementing, and training, so that they will attain their highest potential.

PERSONAL

Software Proficiencies:

- Corel WordPerfect
- Microsoft Windows 95, 98, 2000, NT & XP
- Microsoft Office 95, 97, 2000, 2002 (XP) & 2003
 - Microsoft Access
 - Microsoft Excel
 - Microsoft FrontPage
 - Microsoft Outlook
 - Microsoft Power Point
 - Microsoft Project
 - Microsoft Word
- SharePoint Administration
- IQ Informa Software
- Open Office
- Web Page Design

Professional Organizations & Designations

- American Society for Training & Development
- Microsoft Office Specialist-Master Instructor

References available upon request.

EXPERIENCE

2002 – Present – Columnist & Freelance Writer

Columnist

In February, 2002 I began writing a weekly computer newspaper column entitled "Double Clicks" (DoubleClicks.info). These columns are written for the average home and business computer users to learn how to use their computers more efficiently. The columns are driven by readers' questions. Currently I have over 700 published bylines.

In 2010, I started as a freelance technical writer for Microsoft and have articles appearing on the Microsoft.com site.

1999 – Present - NTELOS, Waynesboro, VA

IT Corporate Trainer

I started as the IT Trainer with NTELOS, a telecommunications company. The main emphasis of my job was to design training materials and to train employees how to use all of the

applications in Microsoft Office and other applications more effectively, and teach them how to maximize their computer skills, which in turn maximizes their productivity. I was also the Microsoft “Help Desk” and work to resolve problems with corporate databases, spreadsheets, and any other office application situations that may arise.

Currently I hold the position of Application Support Analyst providing assistance in over 100 programs we use in our industry. I also continue to work in the training arena but not to extent that I did in the past.

1992 – 2007 - Massanutten Technical Center, Harrisonburg, VA

Adjunct Instructor

I trained adults in all areas of computer usage from basic computer skills, office applications, web page design, to more advanced levels of many software applications, for the Continuing Education department.

1993 – 2007 - Blue Ridge Community College, Weyers Cave, VA

Adjunct Instructor

I trained adults in all areas of computer usage from basic computer skills, office applications, to more advanced levels of many software applications, for the Continuing Education department.

1996 – 1999 - Rockingham Heritage Bank, Harrisonburg, VA

ITS Coordinator

I worked as a Branch Manager and the IT Manager for the bank. These jobs included all normal day-to-day activities provided in the commercial banking industry. The IT side included set ups, help desk support, designing Y2K planning, etc.

1991 – 1996 - Valley Appraisal Service, Harrisonburg, VA

Real Estate Appraiser

Work as a Real Estate Appraiser in the Valley of Virginia. Due to my many years in lending I had much experience in valuation and went to work with a previous coworker in the banking industry.

1978 – 1991 - Banking, Hampton Roads, VA

Vice President of Lending

I worked for several banks that were bought by large banks and closed during this period of time. I was a residential/commercial lending officer, branch manager and the head of various departments during my banking career.

EDUCATION

1976 – Present – Various Computer and Training Courses

1979 – 1991 – Various Banking Courses.

1972 – 1976 – Old Dominion University, Norfolk, VA

Bachelor of Science

Majored in Secondary Education and minored in Physics & Geophysical Sciences. Originally intended to be a planetarium directory and became involved in computers when they first became available to the general public.