

JACK R. DALEY

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"Technology Coach" - Providing easy to understand information systems training and support solutions to beginning, intermediate and advanced users. Committed to excellent service and customer satisfaction.

- **Technical Training**
- **Technical Writing**
- **Desktop Support**
- **Troubleshooting**
- **Application Support, Development**
- **Email Administration**

PROFESSIONAL EXPERIENCE

Volunteer Tutor / Mentor

January 2008 – Currently

Business Department, City College, San Francisco, California, CA

Serving as a volunteer Tutor / Mentor to students for Microsoft Office 2007 and Windows OS.

Senior Contract Trainer

August 2007 – November 2007

Robert Half Technology, Contractor to Weil, Gotshal & Manges LLP, Redwood Shores, CA

Served as Senior Applications Trainer to a law firm staff of 180 (attorneys, paralegals, legal secretaries and administrators) in Redwood Shores:

- Provided training and support on Microsoft Office (Word, PowerPoint, Excel, Visio), DOCS Open (document management), MacPac (schemas), DeltaView (file comparisons), WorkshareProtect (metadata removal), AccuRoute (scanning), Acrobat, Photoshop, PeopleSoft (timekeeping), Instant Messaging, Internet Explorer, VPN, Citrix, RSA SecurID, and BlackBerry.
- Created reference and user-guide documentation. Facilitated the use of eLearning modules.
- Trained new hires and existing staff on software applications, laptops, desktops, printers, scanners and BlackBerry. Provided end-user support for applications.

Information Technology Trainer

December 2005 – June 2007

CMP Media LLC, San Francisco, CA

Served as the West Coast IT Trainer to a staff of 500 media (web and print publishing) personnel in San Francisco, San Mateo and Irvine, and also provided desktop technical support:

- Provided computer software and hardware training and support via web conference, classroom, one-on-one tutorials, custom movies, and also provided support remotely or via telephone.
- Created new course curricula. Trained on both Windows and Mac OSX platforms.
- Evaluated and learned new software; developed training schedules; implemented new roll-outs.
- Technical Writing: created reference documentation and summary sheets for end-user reference.
- The national IT Training Supervisor said, "Jack is the best trainer that CMP has ever had" and "met or exceeded every objective."

Technical Support Contractor

TAC Worldwide, Contractor to Wells Fargo, San Francisco, CA

November 2005

Robert Half Technology, Contractor to Keynote Systems, San Mateo, CA

October 2005

TAC Worldwide, Contractor to Alexza Pharmaceuticals, Palo Alto, CA

July 2005 – August 2005

- Provided Desktop support for Microsoft Windows operating system and Microsoft Office 2003.
- Built new computer desktop and laptop systems, installing operating systems and applications.
- Brought PCs into Windows domain, setup Outlook/Microsoft Exchange and setup network printers.

IT Support / Helpdesk

August 2004 – February 2005

Jewish Community Center, San Francisco, CA

Provided technical support to a staff of 140 administrators, educators, recreation managers:

- Supported system-wide conversion from Windows Workgroups to Active Directory and from ISP Internet Mail to Exchange 2003 with advanced Outlook and web access features.
- Trained users to use Outlook in a classroom and computer laboratory setting.
- Provided technical support for Microsoft Office, Windows Operating System and Palm PDAs.

Webmaster

January 2003 – Currently

San Francisco Bay Area Postcard Club (www.postcard.org), San Francisco, CA

- Spearheaded a successful effort to acquire, create and maintain the web site, using HTML, Photoshop, Acrobat and JavaScript. Earned superior Google "page rank". Trained contributors on how to provide content using Adobe InDesign and Acrobat. Over 135,000 site hits. Content cited by KQED television. Continue to administer the site.

Computer Network Systems Analyst

April 1995 – November 2002

NEC Corporation, Santa Clara, CA

- Provided training, expert troubleshooting and documentation on Microsoft software. Managed software site licenses for the Western United States of all Microsoft products.
- Designed the Corporate Network Administration Division's Western North American Intranet web site providing end-user access to documented information covering software applications and network applications with Dreamweaver, FrontPage, Acrobat, Photoshop and Visio.
- Served as Email Administrator. Trained junior email administrators.

Computer Consultant

August 1988 – April 1995

Jack Daley & Company, Palo Alto, CA

Full-time Contractor to NEC Corporation

- Provided training and support for desktop, email, database and hardware applications for 12 small, autonomous NEC business units.
- Presented corporate customer sales demonstrations of integrated NEC technologies using NEC PBXs, computers, printers, modems, audio and video devices.
- Built and managed local area networks (LANs) for NECNET, Office of Multimedia Business Development, International Purchasing Office and PC Engineering Group. Maintained print servers, printers, scanners and fax. Performed system backups and selective restores.

PC Instructor

July 1986 – August 1988

NEC Corporation, San Jose, CA

- Trained end-users on hardware and software technologies (including databases) in San Jose and across the United States resulting in increased employee productivity. Recognized for presenting courses with great clarity and for meeting end-user needs.
- Provided technical support and troubleshooting of hardware and software.

APPLICATIONS EXPERTISE

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|---|---|
| • Windows 7, Vista, XP, 2000, NT | • DM, DOCS Open, MacPac, DeltaView |
| • Microsoft Office 2007 and prior:
Outlook, Word, Excel, PowerPoint,
Access, Visio, FrontPage | • Acrobat, Photoshop, Illustrator |
| • SharePoint (document management) | • QuarkXPress, InDesign, PageMaker |
| • Microsoft Exchange | • Browsers: Mozilla Firefox, IE, Safari |
| • SnagIt, Captivate, Camtasia | • Dreamweaver, Flash, HTML, CSS |
| | • Symantec / Norton Ghost, Antivirus |
| | • Act!, Lotus Notes, Apple Mac OSX |

EDUCATION

B.A., History, University of California, Santa Cruz. Honors on Comprehensive Examination

Certification, Technical Writing, De Anza College, Cupertino, California

PROFESSIONAL MEMBERSHIP

Member, American Society for Training & Development (ASTD), Alexandria, Virginia