

JoLynn Rihn	4008 Mary Drive Onalaska, WI 54650	(608) 783-8036 home (608) 769-4203 mobile jrihn@ComputerTrainingWI.com
-------------	---------------------------------------	------------------------------------------------------------------------------

**TECHNOLOGY SUMMARY**

- Over 20 years experience in Computer Sales, Consulting and Instruction.
- Application Experience: Microsoft Access, Excel, Word, Project, Visio, Publisher, PowerPoint, Outlook, SharePoint, Works, Adobe Acrobat, Microsoft CRM, Goldmine Sales and Marketing, Heat Call Logging, Crystal Reports, FastFax, Word Perfect, Lotus, eListen Survey Software, Microsoft Dynamics NAV and Appraisal Link.
- Experienced in both hardware and software; sales, service and support.
- Experienced in Advanced Windows and Network implementation.
- Hardware troubleshooting, maintenance, repair and security.
- Implementing and maintaining a Windows 2000 Server.
- Network Design including Windows, Novell, MAC and UNIX environments.

**EDUCATION, CERTIFICATIONS AND TRAINING**

- Training Instructor Certificate - VNU Learning - 2004
- Microsoft Master Instructor – Microsoft Corporation - 2000
- A Framework for Project Management - Successful Projects, LLC - 2003
- Member of the Project Management Institute-Local La Crosse Chapter and National Chapter
- How to be a Better Trainer - Padgett Thompson (Rockhurst University Continuing Education) - 2003
- How to Design a Training Program - Padgett Thompson (Rockhurst University Continuing Education) - 2003
- Microsoft SQL Server 2000 System Administration - New Horizons - 2002
- Crystal Reports - Hawkins Ash Baptie and Company - 2002
- Implementing Microsoft Windows 2000 Professional and Server - New Horizons - 2002
- Microsoft Office Macro Programming Using VB for Applications - Element K - 2003
- Advanced Sales and Marketing - Computerland University - Atlanta, GA - 1999
- eListen Survey Administrator Training – Irvine, CA - 2003
- Appraisal Link – Phoenix, AZ - 1999

**EMPLOYMENT**

	<b>Computer Training and Consulting, Onalaska, WI</b>	1998-Present
	<i>Computer Instructor and Sales Consultant</i> <ul style="list-style-type: none"> <li>• Self employed</li> <li>• Consult and Support clients on their computer hardware and software requirements.</li> <li>• Project Management for application implementations. Provide needs analysis for hardware, software and training. Full cycle software implementation.</li> <li>• Create curriculum for training customers on customized courses specific to clients needs. ILT, tip sheets, wiki's, and more.</li> <li>• Provide support and training on all Microsoft applications including Project, Visio, SharePoint, Office 2007 and more.</li> <li>• Provide telephone and onsite support on all software applications.</li> </ul>	
	<b>ABC Computers, La Crosse, WI</b>	2006-2007
	<i>Training Coordinator-Software Implementation</i> <ul style="list-style-type: none"> <li>• Assist customers with software decisions by providing demonstrations and project plans.</li> <li>• Administer users and maintain Microsoft CRM software in an SQL Environment with integration to the ERP system using Microsoft NAV.</li> <li>• Provide computer training. Market and manage all class scheduling.</li> <li>• Create and maintain Course curriculum for all application training.</li> <li>• Implemented business plans to Microsoft for Learning Solutions Competency.</li> <li>• Provide telephone and onsite support for all applications.</li> </ul>	

<b>Kwik Trip, Inc, La Crosse, WI</b>	2000-2006
<i>Manager of Corporate Training</i> <ul style="list-style-type: none"> <li>• Create and maintain course curriculum for all application training.</li> <li>• Market and manage all class scheduling. Provide classroom or one on one computer training. Create and maintain CBT and pre/post assessments. Designed and Implemented new Project Management system for entire IT Department including custom templates, forms and all training curriculum.</li> <li>• Administer users and maintain Goldmine Sales and Marketing software on an SQL environment.</li> <li>• Develop new company databases and modify existing databases using normalization and customization.</li> <li>• Provide telephone and onsite support for all applications.</li> <li>• Customize applications using macros and VB code.</li> </ul>	
<b>Western Wisconsin Technical College, La Crosse, WI</b>	2001-2005
<i>Computer Instructor</i> <ul style="list-style-type: none"> <li>• Provide application training to students in the Evening/Weekend Continuing Education Program.</li> <li>• Create and maintain course curriculum. Create marketing material to promote classes.</li> <li>• Create games and activities for memorization and retention.</li> </ul>	
<b>Olsten's Training Center, La Crosse, WI</b>	1999-2000
<i>Training Manager</i> <ul style="list-style-type: none"> <li>• Provide classroom and on-site application training to customers.</li> <li>• Maintain company website to promote class schedules. Conduct needs assessments for training requirements. Provide pre/post testing. Create curriculum to training customers on customized courses specific to clients needs.</li> </ul>	
<b>Business Technologies, La Crosse, WI</b>	1995-1998
<i>Computer Sales and Consulting</i> <ul style="list-style-type: none"> <li>• Consult with customer on computer software and hardware needs. Including Microsoft, Novell, UNIX and Macintosh networking environments. Maintain large customer base in the tri-state area.</li> <li>• Provide Network Designs. Sold Service Contracts to customer that would include Technical Support and Network Designs.</li> <li>• Install computer hardware and software for clients.</li> </ul>	
<b>Computerland, La Crosse, WI</b>	1990-1995
<i>Computer Sales and Consulting</i> <ul style="list-style-type: none"> <li>• Consult with customer on computer software and hardware needs. Including Microsoft, Novell and UNIX networking environments. Maintain large customer base in the tri-state area.</li> <li>• Sold Service Contracts to customer that would include Technical Support and Network Designs.</li> <li>• Specialized in AutoCAD, Design and Graphics software. Install computer hardware and software for clients.</li> </ul>	
<b>MicroAge Computers, La Crosse, WI</b>	1986-1990
<i>Computer Sales and Consulting</i> <ul style="list-style-type: none"> <li>• Consult with customer on their computer software and hardware needs.</li> <li>• Provide Customer service and support for walk-in and onsite clients.</li> <li>• Conduct seminars on using Microsoft Works.</li> <li>• Deliver and setup computer equipment for customers. Maintained toner and ribbon recycling and reinking.</li> </ul>	
<b>OTHER</b>	
<ul style="list-style-type: none"> <li>• Kwik Trip Co-worker of the Year-2003</li> <li>• Former Member of the City of Onalaska's Technology Advisory Committee</li> <li>• Chairperson for Donation Committee Target Areas and Co-Chairperson Email Task Force at Kwik Trip</li> <li>• Public Speaker for La Crosse Area Accountants and the La Crosse Public Library</li> <li>• Chairperson for Volunteers on the Milk Moola Fundraising Committee – Kwik Trip</li> </ul>	