

W Jay Jones

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I am seeking the position of Software Trainer / Sales Engineer

OBJECTIVE STATEMENT

As your Software Trainer & Sales Engineer, I will significantly increase the efficacy of and reduce the costs associated with training by implementation of current training techniques acquired through previous experience and applying continuing training education.

SELECTED ACCOMPLISHMENTS

- Developed, created, implemented and managed a comprehensive offline and online training program for Employees and Customers, resulting in an increase of Employee productivity and a decrease in Customer support calls.
- Designed and implemented an online installation system that resulted in a reduction in travel costs of over \$150,000 per year.
- Inherited and then overcame an operational system that did not meet customer needs, leading to improved customer service, higher levels of net revenues and improved employee morale.
- Designed and implemented a training program for new management hires that was subsequently used as the model for a corporate-wide training program, resulting in a more streamlined hiring process, as well as a standardization of the training process across corporate brands.

EDUCATION

Virginia Polytechnic Institute & State University – Pamplin School of Business
Masters of Business Administration, 1993

James Madison University
Bachelors of Business Administration, Cum Laude, 1991

EMPLOYMENT HISTORY

reQuire, LLC – Virginia Beach, VA

Product Manager, Jan 2013 – Aug 2013

- Responsible for administrating a new software product line
- Developed content for and created Employee and Customer training guides, both online and offline, including video and text
- Coordinated and presented software introduction and training to groups of 20+ people in an online, distance-learning format
- Supervised employees in deployment, training and error correction

Documentation & Training Specialist, May 2010 – Dec 2012

- Developed training plan for all employees and outside users of the corporate website, including concept, design, content and feedback mechanisms
- Created and maintained Employee and Customer Support website utilizing HelpStudio and Camtasia, creating both text and video training guides for Employees and Customers
- Assisted in the development of a corporate proprietary CRM

Operations Manager, May 2008 – May 2010

- Responsible for directing, staffing and managing the Operations Department
- Recognized and overcame negative trends affecting customer satisfaction
- Supervised 20+ employees

Installation & Training Specialist, Aug 2006 – May 2008

- Responsible for the installation and training of the company software at client locations
- Developed training manuals and Support website for the merge process for several leading real estate closing software packages

Logistics Transportation Company, Inc. / TFF Trucking, Inc.**Vice President/Owner, Oct 1995 – Dec 2012**

- Coordinated freight shipments across the entire US and Canada, ensuring timely delivery of critical products utilizing a Just-In-Time methodology
- Responsible for all activities related to Administration, including invoicing, payroll, government compliance, payables and receivables
- Reported on direct interaction with customers to secure additional business, as well as how business could be improved

PepsiCo (Taco Bell Division)**Senior Training Manager, July 1993 – Oct 1995**

- Responsible for hiring and training of new restaurant managers in Northern, Central and Eastern Virginia
- Developed and wrote a training manual for new hires that was used as the model for a corporate-wide roll-out of a standardized training manual
- Held accountable for implementation of training programs and delegation of responsibility to other managers for reporting training results

RELEVANT SKILLS & ACHIEVEMENTS

- **Highly computer proficient**, including
 - Microsoft Office applications (Word, Excel, PowerPoint, Publisher, etc.)
 - Microsoft SharePoint (site creation, themes, lists, calendars, libraries, etc.)
 - Salesforce CRM (reporting, scheduling, API)
 - Online, e-learning/teaching platforms, such as Moodle
 - Programming Languages (HTML, PHP, MySQL)
 - Web Design and Development
 - Online Meeting Applications (WebEx, GoToMeeting, Join.me)
 - HelpStudio (help authoring software)
 - Camtasia (video authoring software)
 - QuickBooks
 - CRM Development, Usage and Implementation
- **Board Member, VeteranAid.org, LTD**, a 501(c)(3) Virginia Organization
- **Eagle Scout**
- **Member, Psi Chi Honor Society**