

Wendy S. Crockett

13088 Dyanna Drive
Thornton, CO 80241

Mobile: (303) 596-1067
pcwb3@yahoo.com

Experience: Wick Building Systems, Inc., Mazomanie, WI

April 2007 – December, 2009 *Builder Development Manager – Wick Buildings Division*

- Conducted and maintained a 3-day New Builder Orientation training program for independent sales representatives. Also developed the course outline, training materials, handouts and presentations for this program (as shown below under my previous job description.)
- Developed, taught and maintained a one-day AutoSketch Release 2.1 and 9.0 CAD software training classes, including course outline, handouts and sample projects.
- Authored and maintained instructional documentation, procedural manuals, support documentation and newsletters for computer software operations and company products.
- Performed technical computer support via phone and email to approximately 200 independent sales representatives across a 35-state market area. Many times these calls included one-on-one software training, as well as problem troubleshooting.
- Active member of the Product Change Notices team, whereas I reviewed proposed product changes, additions and deletions, which included testing changes to the computer pricing software for accuracy. Once approved, I created sales-friendly introductory and reference materials.
- Directed, procured and operated all audio/visual equipment at the annual, 2.5-day National Sales Meeting, as well as the annual, 2.5-day Foremen & Driver's Meetings.
- Represented the company at trade shows and special sales events by generating customer leads.
- Facilitated several Continuous Improvement Process project teams.

2001-2007 *Sales Training & Support Coordinator – Wick Buildings Division*

- Developed, implemented, maintained and facilitated New Builder Orientation. (See above for details.)
- Provided technical computer and pricing support to independent post-frame builders.
- Composed speeches and performed grammatical reviews for General Manager and others.
- Developed hardware/software training programs and materials for employees.
- Conducted product-specific training program for builders and architects (AIA-accredited course.)
- Coordinated all A/V equipment and presentations for national company meetings.
- Participated in Continuous Improvement Process (CIP) in several capacities, including Facilitation, Steering Team, Core Team and project teams.
- Tested and installed updates for existing computer systems.

1998-2001 *Training Coordinator – Wick Building Systems, Inc. – Corporate Office*

- Developed and conducted training programs to employees and independent builders for 3 divisions.
- Provided one-on-one mentoring services for computer-related topics to General Manager and Chief Financial Officer.
- Composed speeches, scripts and PowerPoint presentations for General Manager. Proof-read documents, letters and memos of his, as well.
- Participated in Continuous Improvement Process. Held Steering Team Secretary position.
- Maintained and programmed the Telephone system (PBX/Meridian Mail).

Education: *Madison Area Technical College* *Madison, WI*

- Computer Programming – Mainframe (3.90 G.P.A.)

University of WI – Whitewater *Whitewater, WI*

- Bachelor of Science Degree in Geography with Business Minor.
- Graduated Magna Cum Laude.
- “*Outstanding Senior of the Year*” Award

Specific Skills:

- Microsoft Windows XP and prior, Office 2007 (PowerPoint, Word, Excel, Outlook), Outlook Express, Windows Explorer, Internet Explorer, Yahoo email, FoxPro 2.6, AutoSketch (CAD), and PBX telephone systems.
- Customer Service.
- Communication Skills – written and verbal, including speaking in front of groups.
- Computer hardware, A/V projectors, scanners, printers, digital cameras.
- Keyboarding.
- Continuous Improvement Process (CIP) methodology.
- Master of Ceremonies for National Sales Meeting.
- Leadership development.

Interests Related to Work Desired:

- Leadership training and development.
- Firm believer in the “Golden Rule.”

Volunteer Work:

- Habitat For Humanity affiliate Building Committee Secretary and onsite construction assistant.
- Energetic fundraiser for American Cancer Society’s “Relay For Life.”
- Dynamic Co-chair of the Wisconsin State Cow Chip Throw.
- Honest Judge for Legacy High School’s “Senior Capstone Project.”
- Denver Rescue Mission: Food Pantry worker and homeless shelter food line server.

References:

- Available upon request.
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