

Elizabeth Carpenter

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Denver, NC 28037
(704) 483-3946

SKILLS AND EXPERIENCE

PC TRAINER

Trained employees from small businesses to large corporations on **IBM compatible and Macintosh computers**. Training classes taught from standardized software manuals or customized for specified clients' needs. One on one software consulting, designing databases and helping employees develop files to meet their business needs.

Installed and trained client's personnel on **custom designed software**. Software written in database language or C for customers in banking, textile and garment industries. Familiarized customer's personnel with their new hardware

SOFTWARE

- Adobe Acrobat 8 & 9
- Adobe Creative Suite 2 & 4
- Basic HTML programming
- Microsoft Access versions 2003 & 2007
- Microsoft Excel versions 2003 &, 2007
- Microsoft FrontPage 2003 & 2007
- Microsoft Internet Explorer 6 & 7
- Microsoft Outlook 2003 & 2007
- Microsoft Publisher 2000 & 2003
- Microsoft Word for Windows versions 2003 & 2007
- PowerPoint versions 2003 & 2007
- Windows XP and Windows Vista

COMMUNITY COLLEGE INSTRUCTOR

Specialized in computer instruction and computer literacy classes: Introduction to PC's, Lotus Notes, Windows, MS Office, Basic HTML, Web design with FrontPage and Adobe product training.
(COMPUTRAIN/CVCC)

PC CUSTOMER SUPPORT

Tested custom designed software. Worked with programmers debugging customer's software. Provided customer support and trouble shooting via telephone and modem. Wrote software manuals and quick reference guides for customer's software.

OFFICE MANAGER

Responsible for a one-person office. Did invoicing, collections, paid Federal and State withholding taxes. Performed help desk telephone support Did market research and cold calls.

STAFF DEVELOPMENT and TEACHER OF THE HEARING IMPAIRED

Taught teachers Introduction to the Apple and various Apple II software. Conducted computer workshops for teachers at Auburn University. Taught 4th-12th grade Hearing Impaired students.

EMPLOYMENT HISTORY

8/94 - present

PC Trainer & Consultant
Carpenter Consulting
Denver, NC

10/92 - 8/94

PC Trainer
New Horizons Computer Center
Charlotte, NC

2/92-9/92

PC Trainer/Office Manager
Strategic Computer Planning
Charlotte, NC

9/91-12/92

Computer Instructor
Central Piedmont Community College,
Charlotte, NC

6/90 - 8/91

Customer Support/Trainer
BGD Computer Systems,
Statesville, NC

10/88 - 6/90

Data Entry Instructor
PSI,
Charlotte, NC

9/71 - 6/88

Teacher of the Hearing Impaired and Staff Development Instructor
Muscogee County School District,
Columbus, GA

EDUCATION

M.S. ED., June 1970 - Kansas University
(Education of the Hearing Impaired)

B.A., June 1968 - Oklahoma University
(Secondary Education Social Studies)

References furnished upon request.