

Dawn M Legge

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Technical Experience	<p data-bbox="521 365 1386 396">2005 –2011 InfoNeb Consulting Littleton, CO</p> <p data-bbox="521 401 1000 432"><u>Part Time Contracted Technical Support</u></p> <ul data-bbox="573 443 1451 848" style="list-style-type: none">▪ Developed User Manuals and Employee Training Programs for New Software Releases.▪ Responded to Support Questions for Internal and External Clients on Industry Specific Software.▪ Internal Facing Support for Microsoft Word, Excel, Power Point and Windows.▪ Analyzed Help Desk Tickets to Determine Training Needs.▪ Maintained Server and In-house Work Stations.▪ Implemented WBT for end users on common helpdesk calls and open tickets.▪ Managed Project Management for Software Deployment.▪ Provided Excellent Customer Service for Internal and External Clients. <p data-bbox="521 884 1386 915">2000 - 2005 CQG, Inc Denver, CO</p> <p data-bbox="521 919 902 951"><u>Director of Organizational Learning</u></p> <ul data-bbox="573 961 1435 1499" style="list-style-type: none">▪ Project Manager: Managed deadline driven projects that spread over several functional areas within Operations.▪ Data Quality/DBA: Verified integrity of stock market data. Configured and maintained a database of stock market symbols from various data feeds worldwide.▪ Training Manager: Created self-directed web based trainings outlining the critical tasks and responsibilities for the functional areas within operations and sales. Automated the new employee training program and developed career training paths for employees wanting to transfer to other functional areas within the company.▪ Developed and delivered Instructor lead trainings in person and over the internet. Managed Subject Matter Expert's across several functional areas to document key tasks within each department.▪ Helpdesk: Supported hardware, software (Microsoft and Internal Applications), phones, printers and network. <p data-bbox="521 1570 1386 1602">1998-2000 SHLP Computer Services Denver, CO</p> <p data-bbox="521 1606 818 1638"><u>Software Support Specialist</u></p> <ul data-bbox="573 1648 1435 1759" style="list-style-type: none">▪ Trained and supported employees at over 120 communities across the nation on Industry Specific Software and MS Office Applications.▪ Maintained Database Integrity
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<p>Other Experience</p>	<p>2005-2011 Amberg Entertainment Colorado Aurora, CO <u>President/CEO</u></p> <ul style="list-style-type: none"> ▪ Over saw all operations within the organization. ▪ Managed and Trained Employees. ▪ Created Operating Procedures and Marketing Procedures. ▪ Accounts Payable/Receivable, Payroll and Bookkeeping. ▪ Managed all Company Servers, VOIP, Networks, Back-up Systems and Databases. ▪ Configured and Managed Web Based Industry Software. ▪ Headed Event Logistics across 3 states. ▪ Approved all Customer, Vendor and Employee Contract Management. <p>Sales and Marketing I have 16 years experience in sales ranging from commissioned positions, training and managing other sales people to managing sales and marketing for my own business. I have over 15 years experience using NLP in Sales and Marketing.</p> <p>Management and Project Management I have extensive experience managing large projects and people. I am excellent at keeping track of small details and troubleshooting upcoming challenges. Staying on track and driving projects to completion is extremely satisfying for me. I have managed up to 100 employees and driven large scale projects.</p> <p>Trainer and Facilitator I have given speeches and trainings in several industries. I have a heavy background in Technical Trainings in varied computer related topics along with ASTM and other Industry Regulations. I also speak on Personal Growth, Communications and Producing Better Results.</p>
<p>Education and Certifications</p>	<p>Red Rocks Community College Metro State College Dell Certified Systems Engineer Microsoft Certified Professional A+ Certification Licensed & Insured Hot Yoga Instructor – Core Power Yoga H/HF TT Licensed & Insured NLP Practitioner - The Association of Integrated Psychology SIOTO - Basic and Advanced Inflatables Certification Safety Inspector ialei – Certified Inflatable Safety Inspector PSI Seminars: Basic, PSI7, Woman’s Leadership Seminar 90 Day Pacesetters Leadership Dynamics</p>
<p>Community Service and Awards</p>	<p>2007 – Woman of the Year Nominee <i>Aurora Business and Professional Women</i> Operate a Non-profit Company benefiting Children’s Hospital in Aurora Volunteer Teach Mentally Disabled Adults 7 years MDA Executive Lock-up 4 years Professional Children’s Entertainer for 15 years (Volunteer and Profit) Received Numerous Accolades for Community Service & Leadership</p>