

TRICIA SANTOS

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PROFESSIONAL EXPERTISE

Self-employed since 1989 providing computer training; presenting seminars on small business success, technology, and geographic information systems; consulting for selecting and using technology, technology tools for marketing; and database design and development. Published a business directory for four years.

Technical skills: Intermediate to advanced expertise with email, word processing, spreadsheet, mapping, database management, contact management, graphics software, and the Internet. Coursework in computer cartography and geographic information systems.

Professional skills: Verbal presentation, written communication, problem-solving, decision-making, analysis, and organization skills.

TRAINING EXPERTISE

Since August 1988, I have trained over four thousand users on a variety of software applications, including word processing, spreadsheet, database management, graphics and mapping. Programs have included Microsoft Outlook, Microsoft Word, WordPerfect, dBase, Microsoft Access, Lotus 1-2-3, Microsoft Excel, Microsoft PowerPoint, Freelance Graphics, and others. In addition to Internet training, I currently provide training on Microsoft Windows, Microsoft Office applications, ACT! for Windows and Intuit Quicken and QuickBooks.

I also **present customized seminars and workshops on business use of technology**. I do these through businesses, Small Business Centers, continuing education programs and associations on topics such as *Technology Tips, Tricks & Tools, Computers for the Right-Brained, How to Be an E-Business* and others. Current programs include *Email Marketing* and *Internet Marketing*.

PROFESSIONAL ASSOCIATIONS – ACTIVE ROLES

- National Speakers Association (NSA) – Past Chair, Technology Professional Expert Group; Editor, 2002 Technology Issue, Professional Speaker Magazine; presenter at several workshops and annual convention.
- NSA/Carolinas Chapter – 2001 Chapter Member of the Year; presenter at numerous chapter meetings and annual Speakers Schools.

MILITARY

- Air Force Reserve Officer Training Corps, commissioned in 1979.
- Supply Operations Officer, Malmstrom AFB, MT, June, 1979–October, 1980.
- Air Force Chaplain Candidate, Seymour-Johnson AFB, NC, June–August, 1984.

EDUCATION

- University of North Carolina at Chapel Hill, NC. MASTER OF CITY AND REGIONAL PLANNING, 1991. Land use and environmental specialization, with a focus on geographic information systems. Master's paper entitled "Geographic Information Systems in Growth Management." (Coursework completed in December, 1988.)
- Duke University Divinity School, Durham, NC. MASTER OF DIVINITY, 1985. Merit Scholar Award recipient.
- West Virginia University, Morgantown, WV. BACHELOR OF ARTS, 1979.

Tricia Santos

ACCOMPLISHMENTS

Provide training and consulting services on personal computers, including Windows, Word, Excel, Access, PowerPoint, and others; conduct seminars on business use of technology.

Develop and publish training materials.

Taught and tutored youth, young adults, business owners and employees, academic faculty, staff and students, and senior citizens.

Provided crisis intervention, counseling, and advising services to individuals ranging from 18 to 80 years of age in institutional and governmental settings.

Involved in suicide and child abuse intervention.

Developed ideas and procedures and communicated them orally and in writing to audiences in government, education, and private industry.

Developed and implemented efforts to computerize job tasks in business and academic settings.

Received inquiries from clients, helped identify needs, and found ways to meet those needs, in person and on the phone.

Assisted in developing a geographic information system database for a regional land use study using the ARC/INFO software package.

Developed and implemented automated accounts payable system, manual, and work flow for over 60 branch offices of a financial institution.

Developed and implemented a data collection and record keeping system for a social agency (Information and Referral) for grant support documentation.

Conducted problem-solving and effectiveness studies, and prepared proposals for government agencies.

Performed analytical studies and office tasks on a variety of hardware and software packages.

Designed and developed databases and applications.

Designed and prepared newcomer's information package for organization receiving thousands of newcomers each year.

Researched and analyzed information and prepared written results for critical review.

Performed management analysis activities and effectiveness studies using the organization's database.

Performed inspections and audits that required critical and technical interpretation.

Supervised and managed a staff of over 20 military personnel.

Developed supply procedures for organization with over 1300 personnel.