Jennifer S Buckley, M Ed, MBA, CPTD
J Buckley Consulting, LLC

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Summary

Technical instructor, technical writer, instructional designer, and curriculum designer with 25+ years of experience in corporate learning and development including: project management, needs analysis, learning solutions implementation, software implementation initiatives (HR, LMS, CMS, etc.), and systems and process improvement with extensive experience in technical and structured writing, and strong software skills in the following:

- Word (& Styles), Excel, PowerPoint, Project, Outlook
- Lotus Notes (incl. application development)
- Wild Apricot, Canva, Teams, MS Visio, LucidChart
- HP Service Manager, Mercury Quality Center, ServiceNow
- Photoshop, Illustrator, InDesign, Captivate, Acrobat
- SharePoint, Box, DropBox, useWhale.io, OneDrive

- WebEx, GoToMeeting, Zoom, Teams
- SnagIt, Camtasia, Jing, Audiate
- DocuTools, FS Pro (Information Mapping)
- PeopleSoft HR, PeopleSoft ELM, Cornerstone, PlayerLync, Percipio, Wisetail, Workday
- GSuite: Docs, Sheets, Forms, Slides
- MS Project, Monday, MS Planner

Employment History

J Buckley Consulting, LLC, Sole Proprietorship (2010 – Present)
Technical Writer/Trainer, ID, Learning Project Manager
Clients include: Aramark; ASRC Federal; Axiom Learning Solutions; BMC Software *(formerly Numara Software)*; BJ's Wholesale Club; Boca Ciega Yacht Club; Calusa Trace Master Association, Inc.; Capron Ridge HOA; City of Mankato; Clarity Consultants; Chiron; Consultis of Tampa; Crowley Maritime; Danaher Corporation; Deloitte LLP; ERPET Group a.s.; Fortel Design s.r.o.; Geneva Watch Group; Gerdau Ameristeel; Helios *(formerly PMSI)*; KForce; KIMRAY, Learning Connects; Loews Royal Pacific Resort; M²; MBTA, Marriott Vacations Worldwide; McKinsey & Company; Michele Vossen Coaching and Consulting, LLC; Mosaic Co.; Parkland Plastics; Pokorný, spol. s r.o.; St Charles Consulting Group, LLC; Ryan Hughes Design; Tamlyn; Tampa Sailing Squadron; The Brooks Group; The Mosaic Company; The Training Associates; Training Pros; UniFirst; Walmart; West Monroe Partners; Wilsey Family

Project/Program & Change Management

- Supported the planning, coordination and execution of talent development programs including leadership training, annual compliance training, employee engagement surveys and communities of practice. Managed program logistics: scheduling, event setup, participant communication, and creation of materials. Monitored online manager community of practice, fostering collaboration, knowledge-sharing, and engagement among members. Assisted in tracking program participation, feedback and outcomes to evaluate effectiveness, and identified opportunities for improvement. Collaborated with TD team to design engaging learning experiences that aligned with organizational goals and employee needs. Acted as a point of contact for program participants, providing timely assistance and ensuring a positive experience. Contributed to the creation of change management and program communications, including resource guides and presentations.
- Performed gap assessment, including documenting existing processes, designed tech specs, configured new LMS, developed UAT and training plan, created the security model, created and implemented all change management processes, created and conducted training, and developed, wrote, and implemented a centralized training governance structure including all policies and procedures.
- Created technical documentation: user guides, FAQs, getting started & change management documentation and communications, best practices, tips & tricks, instructions for LMS use.
- Standardized copy across different tool offerings, worked with product owners to develop new content including building proof of concepts with sample content. Created and implemented a standard Data Governance Plan including all policies and procedures.
- Collaborated, as part of an external team, on six different global implementations of Cornerstone-On-Demand LMS (CSOD) for clients. While each project is different, all required a gap analysis, guidance on

implementation best practices, recommendations on centralized vs decentralized administration models, construction of a data governance model, and best practices on role-based security.

- Created a detailed review checklist to compare current usage of CSOD against system capabilities and overall best practices to leverage more of what CSOD had to offer and made recommendations on features and practices that would better support a centralized administrative model resulting in a more streamlined and user-friendly system. Implemented same checklist which included overhauling the access of more than 100 admins into a tailored, layered, role-based security model that further streamlined operations while building accountability into each process.
- Managed User Acceptance Testing (UAT) for external client implementing CSOD LMS with custom pages; creation and rewriting of 800+ formal test scripts in Excel; day-to-day management of ~70 remote, global testers all via email, teleconference and Web-Ex; managed ~25 ad-hoc testing scenarios across a dozen testers; delivered all compilation of test scripts and results analysis via Excel ensuring the success of the implementation with the client signing-off
- Collaborated as Lead Trainer, Technical Writer, and Subject Matter Expert on two enterprise-wide PeopleSoft implementation projects, and four major upgrades to PeopleSoft HR and ELM modules with successful implementations
- Managed multiple internal User Acceptance Testing projects to test new ELM and PS system enhancements leading to sign-off of requirements and ultimately, successful implementations
- Managed multiple work streams for four enterprise-wide implementations of PeopleSoft applications including writing and reviewing business requirements, creation of test scripts; managed the user acceptance testing efforts; developed and providing training to end-users
- Created and managed a large-scale educational program consisting of multiple, multi-day, continuing educational programs with international components from inception, content creation, facilitator and resource coordination, learner registration, and delivery management for approximately 3800 learners
- Provided project management support, coordinated project deliverables, managed related project activities, facilitated discussions, and managed the Subject Matter Experts for a large, multi-phased curriculum plan
- Managed and provided direct technical support to both the local and foreign-based work teams as administrative work was transitioned offshore; established and maintained quality technical processes and tools for all of Line of Business/Service Learning and Development groups
- Provided consulting and troubleshooting for a wide variety of projects and graphics design projects including on-site help support, desk-level support to directors, managers, supervisors and associates by addressing software and system-related issues

Instructional Design & Technical Writing

- Assisted in the re-implementation of Workday by testing, drafting processes and flowcharts, documenting results, and translating policies and processes into a consolidated manual for multiple audiences with associated job aids for ongoing training initiatives
- Wrote, implemented, and managed accountability for data governance policies for HR and learning management systems (Peoplesoft HR, Peoplesoft ELM, Cornerstone-on-Demand, Workday)
- Built templates for ILT and OJT training for in-field operators for multiple locations; conducted interviews with multiple SMEs to capture standard operating processes for training and documentation purposes; coordinated all materials into required CMS configurations (Teams, SharePoint, etc.)
- Created multiple marketing and celebratory materials: Celebration of Life programs; Holiday event flyers; special event materials for print and social media
- Based upon detailed needs analysis, worked with Subject Matter Experts and some IDs, created course materials for 198 instructor-led tax technical, software, and soft skills courses consisting of detailed instructor guides, presentations, exercise files (where applicable), and participant workbooks totaling 804 training hours for a population of approximately 1,800 tax professionals with a total development time representing approximately 5,940 hours
- Managed multiple, week-long training programs for senior staff (Managers, Directors, Partners) including a team of ID, SMEs, facility staff and support staff

- Directly consulted with clients to assess training needs, recommended and/or designed training solutions utilizing the most appropriate educational technologies, adjusted training as needed and analyzed program evaluations to ensure program effectiveness
- Designed and facilitated the curriculum development process for corporate-wide training initiatives (Audit Client Portfolio Teams, PeopleSoft implementations)
- Independently developed and designed programs, courses and curriculum consisting of: manuals, user guides, quick reference guides, job aids, sample exercises, test exercises, quizzes and tests
- Created and automated templates and forms; created newsletters, small publications, release notes, technical and installation manuals, end-user documentation consisting of user manuals, quick reference guides, online help and marketing materials
- Maintained, organized and revised curriculum as necessary and/or developed new training curriculum and manuals in response to changes in company and organizational focus

Instruction/Facilitation

- Conducted advanced training sessions in Leadership and Customer Service Skills, Project Management, Process Improvement and Defect Elimination, software and technical skills
- Delivered training in support of enterprise-wide software implementations utilizing multiple or blended delivery formats: instructor-led, webinar and teleconference
- Wrote, scheduled, delivered and enhanced software training classes to entry-level, supervisory, managerial and upper-level staff to improve software and business skills resulting in increased productivity; developed and updated numerous job aids for various teams
- Taught custom classes for large and small companies specializing in conversions from SoftSolutions and DOS-based applications to Docs Open and Windows 95/NT based applications
- Taught a wide variety of software classes ranging beginning through advanced levels to a diverse group of corporate and private sector participants

PricewaterhouseCoopers, LLP (2006 – 2010)
Learning & Education Systems Process & Quality LMS Project Manager

- Global Strategic Sourcing - LMS Administration Project: Led the creation of a LMS user manual tool specifically for the LMS Administration Team by collecting, consolidating, documenting and updating existing LMS Admin processes, knowledge and business rules for use in the transition of LMS Admin work to PwC-India; managed and provided direct technical support to both the Tampa LMS Admin team and the afterhours support to PwC-India LMS Admin team during the transition of work
- 1st Quarter FY09 Data Quality & Governance Audit Project: Led the first quarterly quality review of the data in the new LMS (Learning at PwC); identified and documented deficiencies in the quality of data in the LMS; performed an in-depth Security review to mitigate risk to data quality and integrity; initiated several data "clean-up" project based upon the findings of the audit
- 4th Quarter FY08 Enhancements: Created the master project plan for managing the quarterly enhancement project; drafted the business requirements, business process documents and training aids; led the UAT workstream: wrote and reviewed test scripts; assigned and tracked all test scripts and testers; provided daily status reports on testing work completed; led the Cutover and Support workstream: provided direct support to teams affected by enhancements
- 3rd Quarter FY08 Enhancements: Participated in UAT by writing and reviewing scripts to test new features and PS bundles; reviewed current processes and Quick Reference Cards to determine what changes, if any, needed to be made; made appropriate changes; led the Training and Support Workstream: conducted training sessions with teammates for the following groups: LMSA, HRSSC SMEs, SDS, EBP CM and project team, CM/CMSs, IRs, select members of the SPQ Team and PMIs; provided on-going direct support and knowledge sharing to teams affected by enhancements
- 3rd Quarter FY08 Data Quality & Governance Audit Project: Led the first quarterly quality review of the data in the new LMS (Learning at PwC); identified and documented deficiencies in the quality of data in the LMS; performed an in-depth Security review to mitigate risk to data quality and integrity; made recommendations that were handed off to the SPQ team leadership for implementation

- Ongoing Issue Resolution: Resolved and closed incidents via ServiceCenter and consulted on dozens of tickets from LMSA, Compliance & Independence, Catalog Managers and Implementation Registrars; provided research, tested and followed through on over 50 JIRAs (system bugs/glitches)
- Training & Support of LMS Admin Post Go-Live: Assisted LMSA with the task of updating processes to support the new LMS; teamed with LMSA and USIT to triage, test and resolve issues in support of the new LMS; created and updated the training plan and other materials specific to the needs of the LMSA; provided on-going direct and indirect 24/7 support and knowledge sharing to LMS Admin after Go Live (12/17/07) through current date (4/15/08); facilitated a demonstration the new features of the LMS during LMSA team "huddles" and other scheduled meetings (1/4, 1/11, 1/25, etc.)

Learning & Education LMS Upgrade & Implement Project Team Senior Associate

- Full-time Subject Matter Expert during the upgrade of the enterprise-wide Learning Management System, including fit-gap, business requirement documentation, installation, system and UAT testing, training implementation and roll-out
- Shared knowledge of LMS with all workstreams
- Designed training exercises for Project Team to practice skills in the new LMS
- Teamed with other project team members to help build a comprehensive security access list for the new LMS
- Tested individual security roles to identify any problems and worked toward solving any issues
- Participated in UAT testing as availability permitted
- Created, then updated, a number of test cases originally designed specifically for concurrency testing but was able to re-purpose for UAT
- Created sample courses in UAT for test scripts; set-up specific scenarios for testing; created new and updated existing test cases in Quality Center
- Identified and logged defects in Quality Center and re-tested as needed
- Worked with various L&E individuals to identify a work around for the three learning components that would not be available for use at Go Live
- Teamed with outside consultants (Marianne, Mark, Cordell) to help begin building a training solution for the new L&E Learning Management Team
- Provided on-going support and knowledge sharing to various LMS Core Team members within the various LMS environments
- Took on the task of re-working the Quick Reference Guides in preparation of release to the overall PwC learner population
- Created the training plan and materials on the new LMS specific to the needs of the LMS Admin group
- Created handouts for the L&E Learning Management Team ILT

Learning & Education Learning Solutions Project Specialist

- Facilitated the curriculum development process for the Assurance CPT Roll-out
- Updated L&E learning management systems as required by L&E guidelines
- Determined course design and development, including learning objectives, overall content and appropriate delivery vehicles, to ensure development and delivery of high-quality learning experiences tied to the expected learning outcomes
- Reviewed results for efficiency/effectiveness and fed them back into the course/curriculum planning process

Metropolitan Life Insurance Company, Inc. (2000 – 2006)
Learning & Development Instructional Design Consultant

- Consulted full time as a Subject Matter Expert during the installation, testing, training, implementation and roll-out of an enterprise-wide Learning Management System
- Created a job aid to be delivered and used by all associates as a reference guide for the new Learning Management System

- Developed and delivered all training and reference materials in support of the rollout of the new Learning Management System
- Created multiple Lotus Notes databases for individual Lines of Business (LOB) Learning & Development initiatives
- Conducted advanced training sessions in Project Management, Process Improvement and Defect Elimination
- Designed learning initiatives for different audiences making the best use of educational technologies
- Evaluated training curriculum and materials, recommended changes for improvement

Learning and Development Technical Specialist

- Independently developed and designed programs and curriculum
- Initiated, organized, and undertook training in the form of courses, workshops, and seminars
- Maintained records, evaluated and analyzed the effectiveness of training programs and provided reports to customer groups
- Negotiated contract agreements and managed external vendors
- Researched and benchmarked outside training resources
- Established and maintained quality technical processes and tools for all of Line of Business (LOB) Learning and Development groups
- Thoroughly documented and communicated individual and distinct processes
- Provided technological solutions to LOB Learning and Development
- Reviewed new and current online tools to ensure the most cost-efficient tools and processes were in place
- Identified, designed, developed and implemented technology-based interventions that addressed business needs, enhanced performance and reduced costs
- Designed monitoring and data collection processes with local MetLife organizations to meet LOB Learning and Development requirements
- Created and maintained/enhanced multiple Lotus Notes databases for the LOB Learning & Developments
- Delivered technical and non-technical training programs on an on-going basis

Learning and Development Specialist

- Wrote, scheduled, delivered and enhanced software training classes to entry-level, supervisory, managerial and upper-level staff to improve software and business skills resulting in increased productivity; developed and updated numerous job aids for various teams
- Provided desk level support to the managers, supervisors and associates of the Remittance Processing Center (RPC) and Learning & Development (L&D) by answering software related questions and/or providing custom or one-on-one training as needed
- Managed small and medium sized projects on an as-needed basis: Project Unite and MetStar
- Built, maintained and enhanced the Calendar and Catalog Lotus Notes database for all the L&D sites to track classes offered, to submit monthly performance forms and information, to share information between sites, to schedule all classes and to streamline the monthly reporting
- Built, maintained and enhanced the Curriculum Materials Lotus Notes database to store all the curriculum and supplemental materials used for each class throughout L&D
- Resource to the PeopleSoft project by consulting on needed system enhancements and maintaining records

Trainer

- Conducted classroom-based training programs to entry-level staff
- Analyzed program evaluations in preparation for training adjustments and worked with subject matter experts to ensure accurate training content
- Provided on-the-job coaching and one-on-one support
- Conducted basic needs assessments to identify training needs

- Maintained, organized and revised curriculum as necessary and/or developed new training curriculums and manuals in response to changes in company and organizational focus

Girl Scout Council of Suncoast, Inc (2000 – 2007)
Volunteer Certified Council Trainer

- Demonstrated understanding and acceptance of pluralism and diversity; maintained sensitivity to varying volunteer and organizational needs
- Provided support to Council members for Microsoft Office, Adobe Illustrator, PageMaker and PhotoShop, CorelDraw and other commercial software
- Created and delivered a basic Web Design class for Council trainers
- Participated in developing and designing courses for council training programs
- Delivered a variety of courses for adult leaders of the Troops in the Suncoast Council region: First Aid, Safety-Wise (online safety and security), Basic and Intermediate Camping Skills

CompUSA (2004 – 2006); **Gateway USA** (2000)
Part-Time Technology Instructor

- Conducted software application classes for customers utilizing company provided materials, courseware and procedures to conduct training sessions
- Ensured preparation of the classrooms, orderly and staffed prior to commencement of classes
- Ensured teaching materials are current, authorized and available for classes
- Used discretion during class sessions that included administration of skills assessments, determination of skill levels and constant adaptation to the specific needs and abilities of the class participants
- Provided post class support to class participants, including troubleshooting and consulting services as needed
- Maintained knowledge of current industry trends in software applications, monitored market changes and OEM software upgrades
- Developed and presented ideas for improving training classes, systems and sales

IKON Technology Services (July 1998 – Dec 1999)
Applications Instructor

- Taught custom classes for large and small companies specializing in conversions from SoftSolutions and DOS-based applications to Docs Open and Windows 95/NT based applications
- Provided on-site help support and assisted Help Desk(s) at client sites
- Directly consulted with clients to assess training needs and to adjust training as needed
- Created and edited documentation that was used as reference and/or as curriculum for clients
- Continuously learned new software applications as well as new versions
- Provided limited troubleshooting and consulting services

Independent Contractor (March 1997 – December 1999)

- Marketed myself and my skills to individuals and small companies
- Created/converted databases to client specifications
- Created templates, forms, automated forms and newsletters/small publications
- Cleaned up database data and converted documents
- Altered photographs and other graphic images and created logos for several small businesses
- Provided targeted training and tutoring as needed

Appletree Technologies/New Horizons Computer Learning Center (Sept 1996 – July 1998)
Senior Instructor & Application Training Supervisor

- Supported the technical and application training instructors by providing basic office support including: research of questions, study support, feedback with various issues or problems
- Assisted and acted as back-up to the Training Manager and Technical/Facilities Manager in monthly meetings and special projects

- Assisted as Manager-On-Duty for Registration (registering students in morning)
- Delivered Train-The-Trainer internally as well as publicly
- Maintained and managed the instructor evaluation database
- Performed as back-up instructor for training department
- Supported the Account Executives/Sales Department, Sales Manager and other Management
- Assisted with the creation and management of the training schedule
- Developed, wrote and enforced the Instructor Procedures Manual and the Macintosh Overview class
- Designed supplemental materials for various Microsoft classes (Microsoft Office)
- Maintained the Instructor Prep lab computers and library of exercise files
- Reviewed, evaluated and monitored Instructor performance
- Taught computer applications to a corporate and private sector students, full time
- Taught over 60 different classes from beginning level through advanced level
- Scored a passing grade (90%) on the New Horizons Certified Instructor exam
- Maintained an overall Customer Satisfaction average of 9.35 on a 10-point scale
- Maintained a professional and positive attitude and upheld all New Horizons policies and procedures
- Continuously learned new software applications as well as new versions
- Provided consulting and troubleshooting in regards to project management and graphics
- Maintained the MacIntosh computers including: disk management, loading and checking of software and training co-workers on the use and care of the systems
- Traveled extensively as needed

Education, Training & Certifications

ATD Microlearning Certificate, Association for Talent Development, 2024
USF Diversity, Equity and Inclusion in the Workplace Certificate, 2022
Certified Professional in Talent Development (CPTD), Association for Talent Development, 2022-2028
Information Mapping Professional Certification (FS Pro), 2014, 2022
CPR/First Aid/AED Certified with Wishart Safety Training, 2022
CyberSAFE 410 with CertNexus, 2022
Logical Operations Modern Classroom Certified Trainer (MCCT), 2020
SnagIt 2020 Certification with TechSmith Corporation, 2020
University of South Florida, Master of Science, Cyber Intelligence, 2016 - 2026
Regis University, Master of Business Administration, with Honors, 2004-2008 (GPA 3.972)
University of South Florida, Master of Arts/Education, Adult Education, Honors, 2000-2002 (GPA 3.88)
Villanova University, Certificate in Fundamentals of Project Management, 2002
AchieveGlobal Quality Service Skills Core & Coaching Certified Trainer
Forum Corporation P.R.O.G.R.E.S.S. Certified Trainer
Development Dimensions International Certified Facilitator
PRISM Quest PDCA PRIME Certified Instructor
Microsoft Certified Master Instructor for Office 2000
Certified Expert in Microsoft Core Applications Suite, Microsoft Office 97, 2000
University of Maine, Bachelor of Science, Secondary Education in Social Sciences, 1989-1993 (GPA 2.75)

Professional Affiliations

Phi Kappa Phi Honor Society Lifetime Member since 2001
Association for Talent Development (ATD) National Member since 2002
Association for Talent Development Florida Suncoast Chapter (ATD) Member since 2007
Project Management Institute (PMI) National Member since 2004
Project Management Institute Tampa Bay Chapter Member since 2012
Learning Guild Member since 2007
Society for Technical Communication (disbanded Jan 2025) Member 2012-2014, rejoined 2022
International Society for Performance Improvement Member 2011-2015, rejoined 2022

Quality & Performance Awards

Boca Ciega Yacht Club, Janet Terrell Service Award, 2024
ATD Making the Difference Service Award, ATD Chapter Recognition Committee, 2019
ATD Making the Difference Service Award, ATD Chapter Recognition Committee, 2017 - 2018
ATD Florida Suncoast Chapter Cornerstone Service Award, 2015, 2016
Boca Ciega Yacht Club, Silent Supporter Award, 2014, 2015, 2016
Boca Ciega Yacht Club Rookie of the Year, 2013
Co-Captain of the PwC Relay for Life Volunteer Team for the American Cancer Society, 2010
Member of the PwC Relay for Life Volunteer Team for the American Cancer Society, 2009
Nominated for the Chairman's Award for Achieving Project Team Excellence, May 2008
Training Magazine's Training Top 125, #1, PricewaterhouseCoopers, 2008, 2009, 2010
Training Magazine's Training Top 125, #2, PricewaterhouseCoopers, 2007
MetLife Operations & Technology T.E.A.M. Recognition Award for Organizational Efficiency, 2004
MetLife Learning & Development Top Performer Award for 2001, April 2002
MetStar Award and Certificate of Achievement for Project Performance, May 2001
MetLife Client Services Learning & Development Top Performance Award, Mar 2001
Twice Awarded MetLife "On-the-Spot-Recognition" Blue Ribbon for Excellent Service, Aug 2000
New Horizons Instructor of the Month, Oct 1996, Jan 1997, Apr 1997
Recognized for Community Service at the University of Maine, 1990, 1991, 1992
Recognized for Outstanding Service, 1992 (three times)
Poem published in *The Maine Review*, 1990

Conference Presentations & Speaking Engagements

ATD CORE4
- *Building the Ultimate Swiss-Army Knife Toolkit*, 2025

ATD Annual Chapter Leader Conference (ALC)
- *Wild Apricot for Beginners*, 2025
- *IDEAs Playbook: Supporting your Chapter Member Experiences*, co-presented, 2025
- *Why a Board Orientation is Worth Your Time*, 2024
- *How Your Governance Documents Are the Backbone of Your Chapters Success*, 2022, 2023
- *Just Roll with It: Building Board Resiliency for Chapter Success*, 2022
- *SOS – Please Someone Help Me...Use an SOS*, co-presented, 2019
- *Utilizing the Power of SoMe*, co-presented, 2018
- *Building a Realistic Plan for an Annual Conference, Soup to Nuts*, co-presented, 2017
- *Increasing Power Membership Through Membership Drives*, co-presented, 2016

International Society for Performance Improvement (ISPI)
- *Even More...Resources for Talent Development*, 2025
- *Navigating Change: Optimizing Technology Implementations for Success*, 2025
- *Building a Resource Toolkit: Free, Cheap, & Easy*, 2024

Training Magazine Conference
- *The Mindset You Need to Succeed with Your LMS Implementation*, co-presented, 2025

New England Area Conference (ATD New England Chapters)
- *How NOT to Tank Your LMS Implementation*, 2024
- *Even More...Free, Cheap, and easy*, 2024
- *Free, Cheap, and Easy – A Resource Toolkit*, 2023

Learning & HR Technology Solutions (Learning Guild)
- *Building a Resource Toolkit: L-Tech Freebies and Cheapies*, 2024

Volunteerism and Other Activities

ATD Florida Suncoast Chapter, Inc, Tampa Florida

VP of Operations, 2025 – 2025
Consultancy SIG Manager, 2020 – present
Webmaster/Wild Apricot Administrator, 2016 - present
VP of Membership, 2024
VP of Finance, 2023
VP of Programs, 2022
Past President, 2020 – Lifetime
President, 2018, 2019
Secretary, 2015 - 2017
Registration Manager, 2015 - 2017

ATD Kansas City Chapter, Inc, Lee's Summit, Missouri

Volunteer Facilitator/Advisor, Certification Study Group Prep Group, 2025

Association for Talent Development (National Chapter)

National Advisor for Chapters, 2023 – 2025
Chapter Recognition Committee, 2017 - 2018, 2019

Society for Technical Communication (STC)

Webmaster for the STC Instructional Design & Learning SIG, 2023 - 2024

Boca Ciega Yacht Club, Inc

Flag Officer – Immediate Past Commodore, 2024 - Lifetime
Flag Officer – Commodore - 2023
Flag Officer – Vice Commodore - 2021, 2022
Flag Officer – Rear Commodore - 2020
Flag Officer – Secretary - 2019
Board Member - 2014 - 2016
Directory Editor - 2014 - 2025
Annual Christmas Lighted Boat Parade Chair, 2019 - 2025
Adult Sail School Volunteer Coordinator, 2014 - 2015, March 2017, 2023 - 2024
Raft-Up Chair, 2015
Raft-Up Co-Chair, 2013, 2014
Webmaster/Wild Apricot Administrator, 2013 – 2017, 2018 - 2024

PwC Relay for Life for the American Cancer Society

Co-Captain of the Volunteer Team, 2010
Member of Volunteer Team, 2009

Calusa Trace Master Association, Inc.

Architectural Committee, 2020 – 2022
President, 2017 - 2019
Vice-President & Secretary, 2006 - 2010
Director at Large, 2004 - 2006

University of Maine

Executive Officer of Residents On Campus, 1991, 1992
Director of Campus Security/Late Nite Company, 1991-1993
Co-director of Campus Security/Late Nite Company, 1990-1991

Notary Public for the State of Florida

Dual Citizenship with the United States of America and Ireland; fully eligible to work anywhere in the US and the EU without restrictions