

Sue Jackson, MIITT

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PROFILE

A highly experienced, enthusiastic Freelance Training Consultant, who is flexible, self-motivated and has a dynamic positive approach to achieving excellence. Sue possesses exceptional communication skills and has a proven track record as a trainer,

Sue is an adaptable person, who offers significant training expertise, courseware design and delivery, which are demonstrated through her outstanding record of achievement.

SPECIALISED AREAS OF DELIVERY (all versions at all levels)

- » Microsoft Word
- » Microsoft Excel
- » Microsoft Access
- » Microsoft Project
- » Microsoft PowerPoint
- » Microsoft Outlook,
- » Microsoft Publisher
- » Microsoft Visio
- » Presentation Skills
- » Customer Care
- » eyePAT - Promoting Safe Use of the Internet

MAJOR ACHIEVEMENTS

- » Sue worked closely with key members of staff at NWTRA to create a bespoke course in Microsoft Project which improved the skill set of over 65 employees. She also proactively adapted and improved the training course after every session; the customer feedback has been consistently excellent.
- » Successfully managed and delivered training in the community for the Ty Llywelyn, Tre Cwm Communities First Centre. The aim of the project was to get communities of all ages in the Mostyn & Tudno area of Llandudno digitally engaged. Sue provided a wide range of courses, help and support for 127 people of all ages from the local community.
- » Provided training for Lancashire County Council since 1995 delivering all Microsoft products including MS Project, to all levels. Designed, prepared courseware and delivered a Train the Trainer Course in Outlook to key members of staff. Carried out ECDL training on a "module a month" basis with 100% pass rate. Whilst training for Lancashire County Council, a member of staff announced that they were the last person within the authority to get a PC and it was still in the box! At the end of the day the gentleman announced that he was returning to his office to organise the setting up of his computer. After attending several more training sessions he became a bit of a 'computer whiz kid'. Such a scenario successfully demonstrates Sue's aim to always give people enthusiasm and confidence.
- » Developing an E-learning community for Microsoft Project with The Learning Business, Llandudno.
- » The Publishing & Promoting your Website course was designed and delivered for Medrwn and Tourism Partners Mid Wales – the course is being very well received and has been adapted for all SME's.
- » After consultation with key members of staff, designed, delivered, and provided customised courseware for a Microsoft Outlook 2003 Server Based Email training Programme. The course was delivered to 1500 employees, calendaring a successful project for Conwy County Borough Council. Continues to provide training in all Microsoft products at all levels.
- » As a 'Visit Wales Trainer', for the Wales Tourist Board trained Tourism Operators throughout Wales to input their data into the 'VisitWales Website'. As a result delegates were able to produce a website in one day.

CAREER HISTORY

1997 to Date - Freelance IT Trainer/Consultant:

- » Self-employed designing and delivering training including Train the Trainer courses for individuals, public and private sectors
- » Responsible for all aspects of planning and delivering quality training
- » Worked with the Lancashire County Council since 1995, delivering Microsoft Packages including Microsoft Project. Provided training for Conwy County Borough Council and Anglesey Council delivering training in all Microsoft Products at all levels since 2005.
- » Appointed as a Wales Tourist Board Mybusiness Trainer In Nov 2001, providing training to Local Authorities, Tourist Information Centres and Tourism Operators throughout Wales
- » Trained Liverpool Victoria Group's Financial Advisors to use laptops, which included Microsoft Office and bespoke software having designed and written the courseware and manual for the latter
- » Successfully provided training for many organisations such as Councils, Hotels, Local Health Authorities, Technical Colleges, Tourist Boards, Power Stations, the Inland Revenue and numerous small businesses

1995 to 1997 - IT Trainer Sapphire Software Ltd/Rosecrest Software Ltd

- » Responsible for marketing, organising and providing IT training services

1994 to 1997 - Welcome Host Trainer/IT Trainer/Visitor Services Training Co-ordinator (1 day per week 1996): North Wales Tourism

- » Appointed to provide staff with IT training, support and deliver Welcome Host courses throughout North Wales
- » Responsible for coordinating and selecting trainers, venues and marketing training throughout North Wales

EARLIER CAREER

North Wales Tourism - Membership Administrator, Travers Morgan Limited - PA/Senior Secretary to MD:
North Wales Tourism - Secretary, North Wales Tourism - Various Duties, Supertemps Employment Agency
– Secretary, Colwyn Computer Consultants - Various Voluntary and Administration Positions

PROFESSIONAL QUALIFICATIONS & TRAINING

- » Member of the Institute of IT Training
- » JEB Teachers Diploma in Information Technology
- » E-moderator Course – with the Learning Business
- » Brainbench – Certified Master Office 2003 User & Certified Master MS Word 2000 User
- » Cwrs Cymraeg (Welsh Classes) – completed one year and attended residential course at Nant Gwrtheyrn
- » London Chamber of Commerce and Industry Certificate
- » Small Firms Training Initiative - A13, B12 Unit 11

PERSONAL INFORMATION

- » Date of Birth - 14th May 1950
- » Full UK Driving Licence
- » Hobbies & Interests – for the last 3 years been busy renovating house and garden but now looking forward to taking up hobbies again which are roller-blading, swimming, learning Welsh, walking, reading, socialising and keep-fit
- » Enhanced Criminal Record Certificate
- » Excellent references available upon request

Clients for whom training services have been provided include:

- » The Ambassador Hotel, Llandudno
- » Anglesey County Council
- » The Management Centre - Bangor Business School
- » Bangor Cathedral
- » Blizzard Protection Systems Ltd
- » Bolton Metropolitan Borough Council
- » Bone & Payne Solicitors
- » BTCV Cymru, Bangor
- » Burley Business Club
- » Chorley Borough Council
- » Chamber of Commerce, Chester
- » Computer World
- » Conwy County Borough Council
- » Conwy Voluntary Services Council
- » Countryside Council for Wales
- » Cwmni Da
- » Eden Luxury Group
- » Euro DPC
- » FAUN Municipal Vehicles Ltd
- » Flying Start Project - CCBC
- » Fundtech FSC Ltd
- » Gaia Technologies Ltd
- » Glassbond UK LTD
- » Grosvenor Hotel, Colwyn Bay
- » Gwynedd Local Health Board
- » Gwynedd County Council
- » Gwynfryn Farm Holidays
- » Gwyliau Fferm Penrhyn Llyn
- » Hogg Robinson
- » Inland Revenue, North Wales
- » Intetech Ltd
- » The Imperial Hotel, Llandudno
- » J H Austin Group Limited
- » Lancashire County Council
- » The Learning Business
- » Lever Brothers
- » Liverpool Police
- » Liverpool Victoria Group
- » Llandrillo Technical College
- » Manchester City Football Club
- » Medrwn
- » Menter Mon
- » Menai Holiday Cottages
- » MK Electric Ltd
- » Morrey Transport
- » North Wales Holiday Cottages
- » North Wales Tourism
- » North Wales Trunk Road Agency
- » North Wales Weekly News
- » North West Water
- » NSPCC
- » Pennaf Housing Association
- » Pioneer Stores
- » Plas Menai
- » Plas y Brenin National Mountain Centre
- » R J Training
- » Remploy Ltd, North and Mid Wales
- » Sports Council for Wales
- » Symonds Group
- » Team International
- » Tourism Partnership North Wales
- » Tre Cwm Community Association
- » Trearddur Bay Hotel
- » TTE Training Ltd
- » Wales Environment Trust
- » Wales International
- » Wales Tourist Board
- » Wylfa Power Station