

Glenn Ropiequet

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BACKGROUND

Owner of Imaginative Consulting And Training (ICAT), training consultation and web-site development, have provided corporate training and education, courseware development, instructor-led and technology based training. Have customized training for customer in house software applications, and partnered to solve client's training needs in increasing classroom utilization, project management, curriculum development and administration of training departments. Last corporate position held provided business technology training to Fortune 500 companies throughout the United States developing comprehensive, customer-focused solutions for software skills training. With over 15 years of corporate training and education, experience includes multiple software programs, web design and web site creation.

EXPERIENCE

ICAT - IMAGINATIVE CONSULTING AND TRAINING (self-employed) – 2003-present

Provide professional, quality training for Windows operating systems and a multiple software applications for both novice and experienced users, develop customized courseware and training curriculum for instructor led or web based training. Provide small businesses web site consultation, design and creation.

SOFTWARE INSTRUCTOR, ICAT (contracted to Continental Airlines) – 2007-2010

Provided corporate training at in house training center for Microsoft Office software applications, beginner through advanced. Included Word 2003/2007, Excel 2003/2007, Access 2003/2007, PowerPoint 2003/2007, VISTA and Windows 7.

TECHNOLOGY INSTRUCTOR, ICAT (contracted to Shell/Pennzoil) –2000-2009

Training Instructor for nationwide staff on Microsoft Office software. Including Word 2K/2007, Excel 2K/2007, Access 2K/2007, PowerPoint 2K/2007 and FrontPage 2K. Teamed with trainers to support Shell's Handyman project, providing one-on-one training with Shell employees through appointments, addressing specific MS Office needs.

TECHNOLOGY INSTRUCTOR, CGI/ICAT (contracted to Compaq/HP) – 2000- 2009

Provided training to Compaq/HP employees on custom specific software. This includes, but is not limited to QUEST, AshWin, and sysADMIRAL. Lead classes and training in Business Objects, MS Outlook 2K, PhotoShop, Web application software, HTML, Dreamweaver, Flash and Fireworks to the Compaq Inline team. Created content for the COMPAQ/HP intranet and Flash WBT tutorials.

INSTRUCTOR, COMPUSA – (1996-2000)

Taught a variety of software and advance technical programs in dedicated training center and in offsite corporate environments to business clients. Consistently maintained highest ratings in student evaluations.

TRAINING & MARKETING, TCM SYSTEMS/SUNDANCE – (1993-1996)

Facilitated training of TQM personnel on how to utilize laptop computers. Taught the team Windows, customized TQM order entry database and ACT! Developed a supplemental In-Bound Telemarketing training program for retail personnel.