

# Dawn Angier

Technical Trainer/Database Designer/Consultant

5468 Firethorn Point  
Spring Hill, FL 34609  
(352) 593-4240

[Dawn@SuccessNet.org](mailto:Dawn@SuccessNet.org)  
[www.DawnAngier.com](http://www.DawnAngier.com)

## Summary of qualifications

An enthusiastic, conscientious, detail-oriented individual with excellent presentation skills and technical knowledge. Areas of expertise include effective communication skills, diverse software application experience and troubleshooting ability.



## Professional experience

1998 - Present                      Success Networks                      Spring Hill, FL

### **MCP, Technical Trainer, Database Designer/Consultant**

Provide desktop application and technical training at on-site and client training centers. Consult with clients in Microsoft Access database design—from the critical planning stage, conversion of existing databases and the creation and implementation of a custom database to meet the client's needs. Create custom MS Office templates (using Word and Excel), incorporating VBA macros, custom toolbars and add-in features.

Create SQL queries and validated data for use as data source for Crystal Reports documents. Created master Crystal Reports documents with custom parameters designed for automatic bursting.

**Proficiencies:** Microsoft Office 2003/2007/2010 suite, Microsoft Office VBA, InfoPath 2010, SharePoint Server 2010, Crystal Reports, Transact-SQL

1994 - 1998                      SymQuest Group, Inc.                      South Burlington, VT

### **Microsoft Certified Trainer**

Provide software application training at on-site and client training centers. Deliver custom consulting services to meet client's computer training needs. Proficient at technical level in Windows XP, Microsoft Office suite and Crystal Reports. Set up classroom for technical course material and labs. Develop training manuals and customized courseware for corporate clients. Participate in client meetings to coordinate course outlines according to client needs. Provide on-site Help Desk technical support for clients.

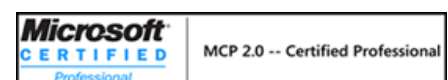
1992 - 1994                      The Journal of Light Construction                      Richmond, VT

### **Advertising Manager/Business Operations Manager**

Supervised Advertising Coordinator and Administrative Assistant positions. Developed Lotus 1-2-3 spreadsheets for department budget, annual sales goals and special project budgets. Created promotional programs, coordinate readership studies. Represented company at various industry trade shows.

## Education

University of Vermont; Business Administration  
Trinity College, Vermont; Business Administration



# Dawn Angier

Technical Trainer/Database Designer/Consultant

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## TECHNICAL SKILLS:

- Microsoft Certified Trainer
- Programming Languages: SQL Server 2000/2005/2008, Visual Basic, AccessVBA, WordVBA, ExcelVBA
- Internet Languages: HTML, CSS, PHP
- Applications: SQL Server, Crystal Reports, Microsoft Office 2003 - 2010, InfoPath 2010
- Server: SharePoint 2007/2010, SharePoint Designer 2010



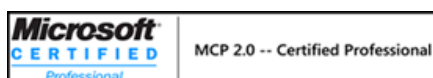
## STRENGTHS:

- Strong experience of over 16 years in technical computer training and database design consulting
- In-depth knowledge of database structure and design
- Exceptional problem-solving and trouble-shooting skills
- Excellent communication skills
- Clear and concise technical writing skills. Wrote several instructor-led, lab-oriented technical manuals used in adult technical center

*Listed below are just a few of the projects I've worked on and completed:*

## PROJECTS:

- **MS Access Database Design/VBA Programming, Visual Basic Front-End, SQL Server Database:**  
Designed and developed a custom dispatch and scheduling application for a nonprofit agency. The MS Access database provides data-entry forms for client information, ride requests, case manager contacts and van/driver details. The database allows dispatchers and management to easily create van/driver schedules, state and federal reports to support state and federal funding sources. The data is stored in a custom SQL Server database. The dispatchers also have a custom Outlook-style Visual Basic activeX control that links to the SQL Server database and displays the driver/van schedules for each region. The dispatchers can create rides, drag rescheduled rides to a different region and/or time slot and cancel rides directly on the Outlook-type calendar.
- **MS Access Database Design/VBA Programming:**  
Designed and developed Order Entry database in MS Access for metal castings company. This database stores customer data, order history and allows the company to produce purchase orders, pending orders, invoices and backorder invoices. All AccessVBA code is stored in form and standard modules.



- **MS Access Database Design/VBA Programming, SQL Server Migration:**  
Designed and developed stormwater permit and application database in MS Access format. This database stores detailed stormwater project information and related permits data. It is designed with a powerful custom search ability that allows the users to search by several project variables or permittee/consultant variables. An additional scope of this project was to migrate the MS Access tables to a SQL Server database.
- **MS Excel VBA, Custom Toolbar:**  
Created a comprehensive Excel workbook with custom toolbars and macros to automate importing several data sources (.txt and .csv files) into the workbook, then applying custom formatting and lookup values.
- **MS Word VBA, Custom Templates with Custom Toolbar:**  
Created a series of Word templates with custom styles, macros and toolbars. Custom macros contain Word VBA to clear existing styles, create custom headers and footers, and insert special symbols.
- **SQL Server Queries, Crystal Reports Documents:**  
Created SQL queries and validated data for use as data source for Crystal Reports documents. Created master Crystal Reports documents with custom parameters designed for automatic bursting.