Carl A. Zaner
301-774-3667
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INFORMATION TECHNOLOGY CAREER HISTORY:

Contract Position (May '00 – Present)	**Training Developer, Coordinator and Instructor** — Responsible for Design, Content Development, Delivery and Standup Instruction of IT / Telecommunications Training to Clients. Program and Project Management as Needed. **Tools Utilized: MS-Office Suite (Word, Excel, PowerPoint, Project, Access, FrontPage, Publisher, Visio Pro, Outlook), Adobe Publishing Tools (Acrobat, FrameMaker, PageMaker), PaintShop, WordPerfect.**
Montgomery College **Information Technology Institute** **(Current Position)** (Jan. '98 – Present)	**Instructor, Continuing Education** — Standup Student Training in Internet and Desktop Computing Applications, Buying PCs and Peripherals; Develop and Deliver Private, On-site IT and Telecommunications Training to Corporate Clients. **Tools Utilized: MS-Office Suite (Word, Excel, PowerPoint, Project, Access, FrontPage, Publisher, Visio Pro, Outlook), Adobe Publishing Tools (Acrobat, FrameMaker, PageMaker), PaintShop, WordPerfect.**
eFFective Learning Co. **(Current)** (Jan. '98 – Present) *http://effective-learning.tripod.com/*	**President / Owner** — IT / Telecommunications Courseware Consulting Company; Responsible for Marketing, Data-Gathering, Requirements-Analysis, Product-Formulation and Recommendation, Design, Development, Delivery, Quality Assurance, Client-Satisfaction and Follow-up. **Tools Utilized: MS-Office Suite (Word, Excel, PowerPoint, Access, FrontPage, Publisher, Visio Pro, Outlook), Adobe Publishing Tools (Acrobat, FrameMaker, PageMaker), PaintShop, WordPerfect.**
RiteNet Corporation (Apr. '99 – Apr. '00)	**Director, Business Development** — Responsible for Research, Liaison, Outreach and Stimulation of Business Relationships, Market Growth and Expansion; Develop, Refine and Deliver a Full Range of IT and Telecommunications Solutions to Public and Private Sector Clients; Responsible for Internal Systems Deployment, Operations and Maintenance. **Development of Proposals, Partnership Agreements, Technical White Papers. Tools Utilized: MS-Office Suite (Word, Excel, PowerPoint, Project, Access, FrontPage, Publisher, Visio Pro, Outlook), Adobe Publishing Tools (Acrobat, FrameMaker, PageMaker), PaintShop, WordPerfect.**
<u>***U.S. Federal Government:***</u> *(Apr. '86 – Apr. '99)* National Institutes of Health (Feb. '95 – Apr. '99)	**Senior Telecommunications Analyst / Deputy** — Delivering Integrated Voice, Data and Video Conferencing Technologies; Senior Administrative, Operations Manager and Supervisor (~100 Federal and Contract Support Employees) of Telecommunications Operations Organization, Providing Agency-wide End-user Services Exceeding 55,000 Circuits, with $50M Annual Budget; Collateral Duties Included FTS2000 Agency Coordinator, Co-chair and Member of Interagency Technical Committees and Working Groups; Recognized Subject-Matter Expert and Technical Advisor to Government-wide Video Users Community; Y2K Project Management — Telecommunications Systems-Compliance and Contingency Planning; Responsible for Development and Maintenance of Organization's Web Site. **Development and Preparation of RFPs, User Guides, Surveys, Reports, Technical White Papers, Project Plans, Executive Briefings and Status Reviews, Utilizing: MS-Word, Excel, Project, Access, PowerPoint, FrontPage, Publisher, Visio Pro, Adobe Acrobat, FrameMaker, PageMaker, PaintShop, WordPerfect.**
U.S. National Weather Service (Mar. '92 – Feb. '95)	**Senior Technical Analyst / Project Manager** of Nationwide Telecommunications Modernization Program, Including Domestic and International Gateway Long Distance; Agency-wide Team Leader, Budget Analyst and Technical Advisor.
U.S. National Park Service (Jun. '87 – Mar. '92)	**Senior Technical Analyst / Branch Chief / Program Manager** of Nationwide Telecommunications Modernization Program; FTS2000 Agency Coordinator; Co-chair of two GSA-sponsored FTS2000 Interagency Working Groups; Agency-wide Telecommunications Technical Trainer, Supervisor, Team Leader, Budget Analyst and Technical Advisor.
Defense Communications Agency (Apr. '86 – Jun. '87)	**Senior Technical Analyst / Section Chief / Program Manager** of Global Telecommunications Implementation Program Including Domestic and International Gateway Long Distance; Supervisor; Agency-wide Team Leader, Budget Analyst and Technical Advisor.
	Development and Preparation of RFPs, User Guides, Surveys, Reports, Technical White Papers, Project and Implementation Plans, Executive Briefings and Status Reviews, Utilizing: MS-Word, Excel, PowerPoint, Project, Access, Publisher, Adobe Acrobat, Visio, PaintShop, Lotus FreeLance, Approach, 1-2-3, AmiPro (WordPad), ToolBook, WordPerfect and Various Proprietary Software Systems.
AT&T — Information Systems and C&P Telephone Company of Md. *(Apr. '79 – Apr. '86)*	**Technical Consultant / Project Manager**, Implementation and Technical Product Support Manager; Customer Liaison on all Technical, Administrative and Management Issues. Domestic and International Long Distance Specialist. **Development and Preparation of Executive Briefings, Project and Implementation Plans, Status Reports, Billing Explanations and User Guide Documentation.**

EDUCATION:

Professional Technical & Management Training History:

Independently-Obtained Training:

PMSI-PM / Techniques in Successful Project Management
SAIC - GSA / FTS2001 Contracting & Features Overview

U.S. Government-Sponsored Training:

Sponsoring Agency / Course Title:

NIH / "Remedy" — Customer Support System (Help Desk)
NIH / Bell Atlantic Operating Systems Control (BAOSC 2000)
NIH / Introduction to Microsoft Access Database Applications
NIH / Employee Performance Bench-marking for Supervisors
NIH / Federal Purchase Card (IMPAC) Acquisitions
NIH / Building a Positive Work Environment
NIH / Federal Property Management
NIH / Practical Management Approaches
NIH / Successful Management at NIH
NIH / Interacting with Difficult Employees
DOI / Building IRM Partnerships
NSA/ Communications Security (COMSEC) Custodian Training
GSA / AT&T — FTS2000 Designated Agency Representative (Core Training)
NIST / "GOSIP" — Systems Talking to Systems
DCA / Leading and Motivating the Technical Staff
DCA / Management Effectiveness Analysis Workshop
DCA / Methods of Effective Supervision
NSA / Advanced Communications Security (COMSEC)
DCA / Principles of Acquisition for COs and COTRs
DCA / Writing Statements of Work (SOWs) and Specifications for COTRs

Bell System / AT&T Technical Training:

Service Representative (Core Training)
Communications Representative (Core Training)
Data Processing and Communications (DCE)
Data Terminal Equipment (DTE)
Electronic Private Branch Exchange (EPBX) Switching Systems
1A2 Key and Electronic Hybrid Systems
Inter-City and Special Traffic Services
Network Analysis, Design and Traffic Theory
Competitive Analysis in Communications Marketing
Centrex® Telephone Switching Systems
Social Styles and Selling Skills in Marketing

ACADEMIC CREDENTIALS:

University of Maryland, College Park, Maryland — BA — Behavioral Science – 1977
Montgomery College, Takoma Park, Maryland — AA — General Studies – 1975

SECURITY CLEARANCES:

Secret Clearance — U.S. Department of the Interior – 1991 – "Command Authority" (expired)
Secret Clearance — U.S. Department of Defense – 1986 (expired)

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I have either chaired, co-chaired or been an agency representative on the following committees or working groups:

- Defense Commercial Telecommunications Network / DSN Int'l Gateway Standards Committee (**Leader** - 1986)
- General Services Administration - FTS2000 Interagency Videoconferencing Work Group (**Co-Chair** 1991 - >93)
- GSA - FTS2000 Alternate Transmission Access Work Group (**Co-Chair** 1991 - >93)
- White House Communications Interoperability Work Group (CWIG) (Agency Representative >92)
- White House Electronic Surveillance and Detection Equipment Sub-Work Group (Agency Representative 1992)
- Department of the Interior (DOI) Video Teleconferencing Work Group (Agency Representative 1991 - >93)
- DOI Telecommunications Managers= Work Group (Agency Representative 1991 - >93)
- DOI Data Communications Managers= Work Group (Agency Representative 1991 - >93)
- National Park Service - Service-wide ADP Standards Committee (Technical Advisor >91 - >93)
- NPS - Service-wide Campground Reservations System Procurement Team (Technical Advisor 1992)
- NPS - Service-wide AX-mail@ Advisory Committee (Technical Advisor 1992)
- National Weather Service (NWS) - Interagency ASOS Telecommunications Coordinator (1993 - >94)
- NWS - Interagency (FAA) Coordinator ALINCS@ MCI Communications Network (1993)
- Department of Health and Human Services (DHHS) Video Bridge **Executive Agent** (1996 - >97)
- DHHS Video Working Group (**Co-Chair** 1996 - >97)

Agency Directorate and / or Interagency Executive briefings were routinely required for each of these groups, to provide program status, technical direction and industry-trend information.

Additionally, I have served as a two-term, elected official for two different community-oriented associations:

- Montgomery Child Care Association, Inc. Montgomery County, Md. (President - 1990->94)
- Oak Grove Homeowners Association, Inc. Montgomery County, Md. (President - 1994-2000)

In the official capacity for each of these organizations, I was ultimately accountable to the association=s membership.

To further illustrate team-building skills, I have coached youth recreation league intramural sports for over 13 years.