

GWEN WALDRON

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OBJECTIVE: To obtain a position where I can utilize my skills in training and development, instructional design and delivery, attention to detail, planning and coordinating, quality assurance and program development to make your company more profitable.

EDUCATION

University of Alabama

▣ Graduate Work in Education - 6 semester credits

Quito, Ecuador Site, South America

Ohio State University

▣ B.S. in Elementary Education

Columbus, Ohio

Crown College (formerly St. Paul Bible College)

▣ Music Education & Elementary Education emphasis

St. Bonifacius, MN

PROFESSIONAL EXPERIENCE

1983 - 2009 Pacer International, Inc. (formerly Rail Van, Inc.)

Dublin, Ohio

Manager of Training & Assessment - Center of Excellence

2009

- ▣ Worked with the Business to develop and document processes in both outline and process map format utilizing Word, Excel, PowerPoint, Visio and iGrafx applications
- ▣ Team Leader to develop a SharePoint site for document control, including links from pictures and diagrams in Visio and iGrafx to document lists in Word and Excel, and between documents
- ▣ Developed a SharePoint site for IT Project management, including a task list and filtered views
- ▣ Identified, requested programming, and implemented system development needs

Enterprise Training Manager and Design Team Member

2008 - 2009

- ▣ Developed and tested SAP PM and TM modules for the business, working closely with IT and the Design team
- ▣ Designed and delivered training material as it related to the business processes in the SAP system, utilizing Word, Excel, PowerPoint and Visio
- ▣ Created eLearning programs and simulations in PowerPoint, Articulate and RWD uPerform
- ▣ Planned and scheduled roll-out of training for both employees and vendors utilizing Excel and Word
- ▣ Supported go-live efforts with help and problem solving for the end-users

Director of Training and Development

1994 - 2008

- ▣ Managed the training department and programs, including supervising up to 9 department-specific trainers
- ▣ Designed, developed, maintained and delivered multiple training courses, including new hire on-boarding, operating systems, hazardous materials and multiple Microsoft Office applications including Word, Excel, PowerPoint and Access
- ▣ Planned, scheduled and coordinated training sessions for employees using Excel, Word and Access
- ▣ Performed needs analysis for employee base by position as well as on an individual basis
- ▣ Designed, developed and delivered an OJT Coach training program for on-the-job training within the departments
- ▣ Developed evaluation methods to determine effectiveness of training courses or programs, based on input from trainees, trainers and managers of trainees and tracked results in Excel

Director of Quality & Continuous Improvement (in conjunction with Training & Development)

1999 - 2008

- ▣ Maintained company certification for ISO 9001 and then ISO 9000:2000
- ▣ Developed and Maintained all corporate controlled documentation including Quality Procedures, Work Instructions, Forms and Security Role Masters, utilizing Word, Excel, Access, Visio and iGrafx
- ▣ Supervised, trained and developed internal auditors for departmental internal audits
- ▣ Lead contact for company bi-annual external audits
- ▣ Collected and reported monthly measurements for analysis and presentation to the Quality Steering Committee utilizing Word, Excel and PowerPoint
- ▣ Oversaw continuous improvement efforts through customer survey, customer complaint and employee suggestion programs using Word, Excel and Access

Pricing Development - System Administrator

1993 - 1994

- ▣ Worked with IT programmers to develop and test a new pricing system in AS400
- ▣ Designed and delivered training material on the new pricing system
- ▣ Set up and oversaw the upload of rates from the old pricing system to the new pricing system.
- ▣ Input and maintained rates in the new pricing system

Earlier Roles: Rail Operations - EDI Supervisor

Accounting Specialist

Elementary School Teacher

APPLICATIONS & SYSTEMS USED

Application Name	Type of Application	System	Description
MS Outlook	Email	AS400	Intermodal Operating System
MS Word	Documents	AS400	Intermodal Pricing System
MS Excel	Spreadsheets	TM400	Over-the-Road Operations
MS PowerPoint	Presentations	SAP	Plant Maintenance (PM) Module
MS Access	Database		Transportation Management(TM) Module
MS SharePoint	Intranet Collaboration	Pegasus	Intermodal Operating System
MS Visio	Process Mapping		
iGrafx (flow charter)	Process Mapping		
Articulate	eLearning Development		
RWD uPerform	Simulation & eLearning Development		
HP Quality Center	Test Scripts		
GroupWise	Email		
MS Communicator	Instant Messaging		
MS LiveMeeting	Online Meeting & Training		
GoToMeeting	Online Meeting & Training		
Scitor	Process Mapping Simulations		

*MS = Microsoft

CLASSES TAUGHT (numerous groups per class)

Class Name	Length per Group	Class Name	Length per Group
New Hire On-Boarding	6 Hours	Ethics	1 Hour
Operations Training (Rail Intermodal)	64 Hours	Internal Auditing	12 Hours
Free Form Pricing for Operations	6 Hours	Process Mapping	2 Hours
Pricing for Intermodal	6 Hours	Outlook Basic	2 Hours
Field Trip (Railroad Ramp & Drayman)	4 Hours	Outlook Advanced	2 Hours
SAP Maintenance & Repair Operations	12 Hours	Word 101	10 Hours
SAP Reporting for Maintenance & Repair	2 Hours	Word 201	10 Hours
SAP Purchase Order Creation	2 Hours	Excel 101	10 Hours
SAP Purchase Order Approval	1 Hour	Excel 201	10 Hours
Hazardous Materials General Awareness	4 Hours	PowerPoint 101	6 Hours
Hazardous Material Rail Billing	6 Hours	PowerPoint 201	6 Hours
OJT Coaching	9 Hours	Access 101	10 Hours
ISO & Quality Programs	4 Hours	Access 201	10 Hours
ISO Review	1 Hour		

CERTIFICATIONS RECEIVED

- ☑ RWD uPerform ® 2.1 Administrator Training (April '08)
- ☑ RWD uPerform ® 2.1 Author Training (April '08)
- ☑ ISO 9000:2000 Auditor/Lead Auditor of Quality Systems (May '02)
- ☑ Process v4 - Scitor (April '02)
- ☑ Creative Training Techniques (July '98)
- ☑ Train-The-Trainer (Oct '97)
- ☑ How to Develop Powerful Training Programs (June '95)
- ☑ Windows 3.1 Introduction (Jan '95)
- ☑ Word Introduction (Feb '95)
- ☑ Word Productivity (March '95)
- ☑ Word Desk Top Publishing (June '95)
- ☑ Excel Introduction (Feb '95)
- ☑ Excel Intermediate (April '95)
- ☑ Excel Advanced (June '95)
- ☑ Excel Macros (Dec '95)
- ☑ Lotus Fast Track (April '95)
- ☑ Access Introduction (Dec '95)
- ☑ Access Advanced (Dec '95)
- ☑ PowerPoint Introduction (March '95)
- ☑ Harvard Graphics Introduction (Feb '95)
- ☑ Harvard Graphics Advanced (Feb '95)
- ☑ How to Supervise People (Nov '97)
- ☑ Coaching & Teambuilding Skills for Manager & Supervisors (Dec '97)
- ☑ Managing Productivity (Jan '98)
- ☑ Fundamentals of Personnel Law for Managers & Supervisors (Feb '98)
- ☑ How to Deal With Difficult People (March '98)
- ☑ Hazardous Material Train the Trainer Workshop (June '98)
- ☑ Hazardous Materials Training Workshop for Intermodal Retailers (Nov '88)