

# Ronald Dilbert

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## **Trainer / Manager / Course Developer / Leadership / Coach / Motivator**

Skilled Training Professional, Excellent Computer and Technology Skills, Public Speaker, Strong Interpersonal and Team Building Skills, Strong Relationship Builder Skills, Excellent Management Skills, Excellent Communication Skills, Team Player, Life Coach

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### **SELECTED ACCOMPLISHMENTS**

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- Train staff at J & R Investing in Team Building, Time Management, Stress Management and Communication skills which helped build more cooperative and efficient teams that resulted in a 38% increase in productivity
- Created, implemented and facilitated a training program at MTA in Customer Support, Time Management, Team Building, Communication, and Stress Management that improved productivity and efficiency by an average of 36%; Technical support calls decreased by 41%
- Created, implemented and facilitated trainings for technicians at YAI in Communication, Customer Support and Stress Management Skills that decreased customer complaints by 31%
- Developed and facilitated training for Chaz Dairy with Supervisors and Managers in Conflict Resolution, Communication and Team Building. Additionally, trained the technicians in software applications, network and computer security and Customer Support which reduced support calls by 63%

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### **CAREER HISTORY**

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#### **J & R Investing, LLC, Real Estate, Hewlett, NY**

**Computer Consultant / Trainer, 2006–Present**, Conduct training needs analysis for management and staff to accommodate the time sensitive nature of the Real Estate industry; Trained staff in Team Building, Time Management, Stress Management and Communication skills for better team productivity; Trained management in core management skills; Created and implement training process for new and current users in the proper use of the Novell 6.5/OES network, Microsoft Office Suite 2003 and other specific PC applications, Novell GroupWise 6.5, Windows XP and PC / Network security

#### **Single Parent Power, Inc, Hewlett, NY**

##### **Founder / Lead Trainer / Coach, 2006 – Present**

Identify, create, implement, facilitate and oversee trainings and coaching to individuals and to groups to address the many challenges Single Parent Families face, including Stress Management, Communication and Time Management; Create, implement and facilitate teleseminars and webinars; Customize programs for specific needs of organizations; Facilitate partnerships with people and resources to help Single Parent families; Create, write and maintain Single Parent Power blog; Develop and create support resources to help participants their journey to success. Appear regularly as an expert guest on FIT TV Cablevision. Contact, negotiate and sell our services to organizations and corporations. Market, promote and offer our programs to Single Parent families; Maintain budget; Order and maintain inventory on seminar supplies

#### **MTA Long Island Bus, Transportation, Garden City, NY**

**Trainer / Assistant Network Manager, 1999–2006**, Identified and defined computer training needs for end-users to facilitate better customer service, improve response times to bus maintenance calls and more efficient communications with the State of New York; Created, implemented and facilitated training for over 270 new and current end-users that enabled participants to be more productive in using Novell Netware and Microsoft networks, Microsoft Windows XP, GroupWise 6.5 and Microsoft Office Suite 2000/XP; Maintained training materials in response to types of support calls being received, new training techniques being implemented and changes in products; Experienced users improved productivity and efficiency by an average of 36%; Technical support calls decreased by 41%; Manager for a team of three computer technicians who mentored in the soft skills of team building, communication, time management, stress management and customer service skills.

**YAI, Inc., Not-for-Profit, New York, NY**

**Trainer / Network Engineer, 1996–1999**, Evaluated and specified computer training needs for end users; Created, implemented and facilitated training for over 200 new and experienced end-users in using Novell Netware 4.X networks, Microsoft Windows 98 Operating Systems and PC applications (Word, WordPerfect, Lotus 1-2-3, Excel, etc.) to improve communication with and care for our many clients with developmental disabilities; Maintained updates on all training materials; Manager of a team of two computer technicians with an emphasis on customer service with Communication, Customer Support and Stress Management Skills

**City of New York, Health Department, New York, NY**

**Trainer / Computer Specialist, 1993–1996**, *Electronic Birth Certificate – Project Leader*; Identified and defined Electronic Birth Certificate (EBC) training needs for employees at Department of Health (DOH) and at all New York City (NYC) hospitals; Designed and demonstrated the EBC software to DOH and Hospital management and staff; Created and implemented a training program for DOH staff and for all NYC hospital's birth personnel; Supported and supervised DOH and hospital staff on the EBC software and PCs

**Chaz Dairy, Inc., Dairy Company, Queens, NY**

**Trainer / Computer Technician, 1991 – 1993**, Created, implemented and facilitated training for new hires and 20 existing users in using Microsoft Windows / DOS and PC applications resulting in less spoilage, better control over ordering and dispersing dairy products and better customer support; Trained Supervisors and Managers in Conflict Resolution, Communication and Team Building

**City of New York, Health Department, New York, NY**

**Computer Program Analyst, 1990–1991**, Wrote, reviewed and incorporated programs for report generation; Developed, maintained and utilized data base to produce unique customized reports

**Loral Electronic Systems, Defense Contractor, Yonkers, NY**

**Electrical Engineer, 1987 – 1990**, Wrote, reviewed and incorporated test programs, test procedures and drawing packages; Trained users on equipment; Supported production line sell off

**Hazeltine Corporation, Defense Contractor, Greenlawn, NY**

**Test Engineer, 1985 – 1987**, Wrote automatic test software and procedures; Designed hardware for test fixtures and supervised production; Installed and supported test fixtures; Conducted board testing

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**EDUCATION**

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**Hofstra University, Hempstead, NY, May, 1985**, B.S Computer Science, Specialization: Electrical Engineering, Minor: Mathematics, Dean's Honor Roll

**Professional Training:** Certification, Elite Trainer, Elite Training, Vancouver, BC; Certification, Train the Trainer II, Peak Potentials, Vancouver, BC; Certification, Train the Trainer I, Peak Potentials, Vancouver, BC; Novell NetWare CNE, Westcon, NY, NY; Microsoft Windows NT / 2000 / XP Administrator, Westcon, NY, NY

**Volunteer Training:** Peak Potentials – Millionaire Mind Evening (5), Millionaire Mind Intensive (2), Enlightened Warrior Camp (2), Ultimate Leadership Camp; Bill Bartmann Institute – Bill Bartmann Introductory (2); Morter Health Systems – Best Life Intensive; World Luminaries – Magnetize Your Audience; LCG, Inc. – The Legend Platform

**Computer Skills Overview:** MS Office Suite 2000/XP/2003/2007 (Word, Excel, PowerPoint, Publisher, Access), MS Windows, MS Windows Networks, Novell NetWare Networks, MS Outlook, Act!, Corel WordPerfect, Adobe Acrobat Reader / Writer