

SCOTT A. CONCILLA

215.563.4782 (h) - 267.575.2051 (c)
scott@concilla.net - www.concilla.net

EXECUTIVE SUMMARY

A Microsoft Certified Trainer and Microsoft Office Master Specialist seeking a position that will utilize my over 23 years of information technology teaching and training experience. Drawing on my strong verbal and written communication skills, I seek to facilitate growth and enhance employee productivity by increasing computer literacy with training designed to meet the changing needs of employers and employees in dynamic and challenging business environments.

ACHIEVEMENTS AND HIGHLIGHTS

- Taught over 1,600 classes to over 18,000 students since 1997.
 - Increased student participation in training classes by an average of 17% per year for three years.
 - Consistently maintained an overall instructor rating of 97% on student evaluations.
 - Member of team that designed, documented, and implemented a client's internal help desk.
 - Chaired committee to redesign and deploy an internal department SharePoint 2007 site.
 - Hired as the first full-time trainer for two companies (Drexel University and LCG Systems).
 - Developed and implemented new IS/IT training programs at three companies.
 - Designed and wrote courseware for 15 classes serving as core curriculum for SharePoint 2010.
 - Provided professional expertise and training for five Microsoft Office version upgrade projects.
 - Wrote courseware and delivered all training for proprietary software product Telework Online.
 - Created company Access database to track all employee certifications, skills, and education.
 - Provided rollout training to three NIH institutes for VOIP and Lync Enterprise voice systems.
 - Trainer and communications coordinator for a 10,000 user Office 365 migration project.
 - Success of Office 365 project led to assignment to a 10,000 user Windows 10 migration project.
 - Achieved top-level certification status for every version of Office since Office 97.
 - Maintained Microsoft Certified Trainer status for over 10 years.
-

CERTIFICATIONS

Microsoft Office 2016 Master Specialist	March 2018
Microsoft Office 2013 Master Specialist	December 2016
Microsoft Office 2010 Master Specialist	June 2012
Microsoft Office 2007 Master Specialist	June 2009
Microsoft Certified Trainer	November 2008
Microsoft Office 2003 Master Instructor	July 2008
Microsoft Office XP Master Instructor	August 2005
Microsoft Office 2000 Master Instructor	May 2003
Microsoft Office 97 Master Instructor	July 2002
Microsoft Certified Professional – Windows NT 4.0 Workstation	April 1999

EMPLOYMENT HISTORY

Senior Microsoft Certified Training Specialist
Planet Technologies

September 2019 – Present
Germantown, MD

Federal contractor assigned to the Office of Science at the U.S. Department of Energy. Developed courseware and delivered training classes for an Office 365 enablement project. Training topics included basic to advanced on Teams, SharePoint Online, Planner, Forms, and Power Automate. Over the course of the six-month project, over 50 classes were held with nearly 800 students in attendance.

IT Trainer and Communications Coordinator
ActioNet

February 2017 – July 2019
Germantown, MD

Federal contractor assigned to the U.S. Department of Energy. Developed and delivered a communications and training plan for a 10,000 user Office 365 Enablement Project which included Office 365, SharePoint Online, and OneDrive for Business. Prepared course outlines, courseware, and communications for each software migration work stream. Continued and expanded training after the Office 365 project to include Office desktop apps, Office 365, SharePoint, and WebEx. Created courseware and conducted nine to twelve public classes per month. Developed and maintained a SharePoint site for training resources. Other projects included the Windows 10 Migration Project and Microsoft Teams Pilot. Conducted 225 training sessions for over 6,100 students.

Technical Trainer
LCG Inc.

March 2010 – January 2017
Rockville, MD

External Client Training and Support

Provided instructor-led training and support to 15 clients within the National Institutes of Health and the Office of Inspector General on all Microsoft end user products including Office, SharePoint, Skype for Business/Lync, and Windows. Delivered 570 classes in presentation and hands-on formats to 5,500 students on basic to advanced level topics, using in-person and online delivery methods. Supported clients via on-site office hours, e-mail support, and SharePoint training site updates. Created and delivered training to clients for internal software developed by LCG, including R-BET and Telework Online.

Internal Company Training and Development

Provided end user support on all Microsoft end user products. Assisted with Microsoft certification requirement planning and preparation for staff. Managed Microsoft Partner Network membership, and ensured company maintained and achieved competencies. Created Access database and reports to track and manage all internal and external training. Developed courseware for SharePoint, Office, and Lync. Maintained and published a training course catalog for publication on website and for client proposals.

Trainer and Technical Support Analyst
Drexel University – Office of Institutional Advancement

August 2008 – March 2010
Philadelphia, PA

Trainer

Created and managed the IS training program. Taught three to five classes per month, totaling 50 classes for 365 students. Created and maintained an Access database to track all training activities, including students, class records, and evaluations. Designed and published courseware for Office 2007 and Sungard Advance. Wrote a weekly "Office Tips" e-newsletter. Posted training content on the department SharePoint site including courseware, sample files, and Adobe Captivate demos. Created and compiled staff surveys on IS topics and issues. Provided training and workstation configuration for all new department employees.

Technical Support Analyst

Provided technical support to department's 80 end users via phone, e-mail, remote desktop tools, and personal visits. Performed troubleshooting and resolved problems with workstations, laptops, printers, and network connectivity. Set up user workstations and installed software and hardware. Chaired committee to redesign and deploy the department's SharePoint 2007 site. Posted ad hoc training content updates to SharePoint.

Education Consultant Level Two

The Abreon Group

October 1996 – April 2008

Pittsburgh/Philadelphia, PA

Training Manager

Managed all aspects of client's IT training program for over 900 students. Increased participation in training classes by an average of 17% per year for three years. Published monthly training schedules. Administered database of employee training. Created daily, weekly, and monthly training reports using Access and Excel. Designed and maintained an Access database for training evaluations. Created and published content to client intranet consisting of class registrations, course catalogs, schedules, and frequently asked questions.

Trainer

Taught over 700 classes to over 5,000 students on Microsoft Office and related products ranging from beginner to advanced skill levels. Conducted full-day, half-day and workshop-style training sessions in small and large groups. Lead trainer for migration of over 800 users to Windows NT Workstation. Maintained an overall instructor rating of 96% on evaluations. Wrote and adapted 15 instruction manuals for Microsoft Office products for use in training classes. Revised and adapted course material for over 40 other classes.

APPLICATION TRAINING EXPERTISE

Microsoft Products

Office (2019/365 ProPlus) – Access, Excel, OneNote, Outlook, PowerPoint, Word, Project, Visio
Office 365 – Delve, Forms, Planner, Power Automate, Office Online, OneDrive for Business, Teams
Communications – Teams, Skype for Business, Lync
Operating Systems – Windows 7, Windows 8.1, Windows 10
Collaboration – SharePoint Online, OneDrive for Business, Teams
Mobile – Office for Android, Office for iOS

Conferencing Software

Teams, Skype for Business, Lync, WebEx, Zoom

EDUCATION

Valparaiso University

Bachelor of Arts (1)

Major: Communications - Broadcast Journalism; Minor: Humanities

Bachelor of Arts (2)

Major: Music; Minor: Chemistry

Christ College Scholar

Interdisciplinary Honors Program

Valparaiso, IN

May 1993

May 1993

May 1993