

# COLLEEN A.M. GAUNTNER

## IT TRAINER | TECHNICAL WRITER | TRAINING & DEVELOPMENT MANAGER

Award-winning Training Strategist and IT Leader with extensive experience and distinguished performance in technical manual writing, employee development, needs assessment, coaching, and training program/curriculum design and execution. Proficient in training and facilitating a variety of dynamic and interactive programs with particular strengths in web-based training and development.

Excellent critical thinker and problem solver who devises innovative curricula that strategically and positively impact business operations and revenue generation. Proven ability to define a shared vision to support new technologies and ambiguous environments, aligning employees and clients to a common goal.

Expert in designing and delivering complex, user-friendly technical manuals to ensure optimal use of new technologies and processes. Adept in creating troubleshooting materials to ensure technical support.

### VALUE OFFERED

- ◆ IT Development & Change
- ◆ Technical Manuals
- ◆ Workplace Learning
- ◆ Research & Analysis
- ◆ Facilitator
- ◆ Gap Analysis
- ◆ Coaching
- ◆ Instructional Design
- ◆ Performance Management
- ◆ Web-based Learning
- ◆ Critical Thinking
- ◆ Project Management
- ◆ Troubleshooting
- ◆ Brand Development

### SYSTEMS | PROCESSES | TECHNOLOGIES

Blue Cube	Smartack	Citrix	Windows 2000/7	Excentus	PC Anywhere	Microsoft SCCM
Kronos	Knowasis	Invatron	Periscope Eplum	MobiControl	Dream Weaver	Barcode Anywhere
Verifone	Word	Excel	PowerPoint	Handscanners	IBM Touch Screen	IBM Self Scan System

### DELIVERED RESULTS

- ✓ **Originated standard training and operations protocol** for special brand retail store and all ancillary activities.
- ✓ **Championed creative marketing concept** and original line to targeted demographics in record time.
- ✓ **Designed a marketing presentation** exhibited at L.I.M.A. licensing convention with successful results.
- ✓ **Demonstrated company loyalty, dependability, and tenacity**, devoting more than two decades to Giant Eagle.
- ✓ **Acted as training lead for SIF (System Integrating Framework) project**, placing a register system that communicated with fuel pumps and point of sale system.
- ✓ **Vital to four store openings in 2009 and numerous openings throughout tenure** by creating and executing training schedules, and meeting with regional and store managers to discuss project development and training.
- ✓ **Led ePLUM rollout in 2009** by developing training documentation, sending webinar invitations, and training Retail Support Specialists in creating webinars and distributing invitations.
- ✓ **Created easy to follow job aides for GetGo's in collaboration with Training and Development** and used same design to produce job aides for Self Checkout and Product Lookup/Design Shop.
- ✓ **Improved employee performance** by originating, scheduling, and administering expanded training programs to individuals and large groups.
- ✓ **Introduced web-based training to Giant Eagle**, saving company travel and meeting time expenses.
- ✓ **First ever to create and conduct training using PowerPoint via web and in person**, providing immediate access to critical information for all employees, from regional managers to entry-level.
- ✓ **Designed clear and concise technical manuals** ripe with information and best practices for using hardware and software for a quickly changing technological environment.
- ✓ **Tailored training manuals and material to specific business needs** and cut cost of outside technical writers by providing in-house writing.
- ✓ **Provided uninterrupted flow of critical information to personnel** by writing and maintaining current, step-by-step troubleshooting documents used to train peers and Help Center employees.

### AWARDS & RECOGNITION

Received maximum bonus and numerous monetary awards	1998 to 2009
From Here to Eternity award (nominated 3 times won 2 times)	2008
Team Achievement Award	2007, 2005, 2004
Team Achievement Honoree	2002
Gold Award	2000
President's Award	1996
Featured in <i>Working Mothers Magazine</i> (initiated "Take Our Child To Work Day" at Giant Eagle)	1993

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**CAREER PROGRESSION**

CAPTAIN MCFINN, LLC., Youngstown, OH

**2011****Marketing Training and Development Manager**

Contracted to develop technical training guidebooks and policy manual for a growing brand promoting positive messages and images marketed to a young demographic. Facilitated group brainstorming meetings for employees and outside consultants. Contributed to marketing strategies, including the creation of PowerPoint presentations to further the Captain McFinn LLC. brand, Club Finn Power kids club, and S.H.A.R.K. Pack, an anti-bullying school program. Designed a successful marketing presentation exhibited at the L.I.M.A. licensing convention in Las Vegas.

*"Colleen Gauntner is an extraordinary woman who recently came to work for me... Her skill, energy and graceful professionalism allowed her to effortlessly assimilate the detailed operations... In an amazingly short period of time, she accomplished her mission, and then some. ... She demonstrated great flexibility, organization, attention to detail and incredible work ethic. Her natural talent is enhanced by a seasoned, steady business persona."*

PHYLLIS C. CAFARO, PRESIDENT - CAPTAIN MCFINN, LLC.

GIANT EAGLE, Pittsburgh, PA

**1988 to 2009****Retail Systems Support Specialist (1998 to 2009)**

Advanced to spearhead instructor-led and web-based training in support new hardware and software introductions and performance improvement. Delivered training programs based on gap analysis of business needs and employee background and knowledge. Designed technical manuals to ensure high degree of understanding and proficient use of new technologies and procedures. Served as a bridge between programmers and end users. Detailed manuals included table of contents, precise instructions, clear steps, screenshots, barcodes, and checklists to increase accountability. Responsible for testing hardware and software, creating and implementing test plans, and documenting results.

**Confidential Co-Manager (1990 to 1998)**

Promoted to execute training of front end personnel on hardware, software, policies and procedures. Served as payroll manager with accountability for three different union contracts, and calculating pay raises and paid holidays. Oversaw video, receiving, and point-of-sale departments.

**Trainer/Cashier (1988 to 1990)**

Hired to ensure customer satisfaction by processing transactions, and responding to inquiries and offering suggestions using outstanding product knowledge. Trained new employees in day-to-day front-end operations.

**EDUCATION & TRAINING****Communication Studies**, YOUNGSTOWN STATE UNIVERSITY, Youngstown, OH**PROFESSIONAL DEVELOPMENT****Project Management**, PILOT WORKPLACE ADVISORS**How to Communicate with Diplomacy, Tact, and Credibility**, AMERICAN MANAGEMENT ASSOCIATION**Facilitation Skills**, GIANT EAGLE**Human Resource Seminars**, CAMP KON-O-KWEE, GIANT EAGLE**First Aid and CPR Trainer**, PENNSYLVANIA AMERICAN RED CROSS**INTERPERSONAL STRENGTHS**

As identified through Professional DISC Communication Profiling, Colleen exhibits the following natural strengths:

- ◆ **Positive sense of humor**
- ◆ **Self-reliant**
- ◆ **People-oriented**
- ◆ **The confidence to do the difficult assignments**
- ◆ **Inner-directed rather than tradition-directed--brings fresh ideas for solving problems**
- ◆ **Bottom line-oriented**
- ◆ **Accomplishes goals through people**