**Quaiser Abdullah**

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**Summary**

Experienced and certified IT professional trainer and technical writer seeking a challenging career in Information Technology development, training, education and administration

# **Education**

2005 – Present Langevin Learning Services Ogdensburg, NY

* Professional Trainer Certification (Training Director track – certificate expected 12/08)

2004 – Present Temple University Philadelphia, PA

* Adult and Organizational Development (Masters of Education – degree expected 05/07)

2000 – 2003 Temple University Philadelphia, PA

* Dual Major: Political Science & Religion (Bachelor of Arts)
* Minor: Asian Studies
* Cum Laude
* Distinction in Political Science
* University Honors

**Certifications**

Education, Teaching and Training:

* 05/2006 Certificate in Training and Organizational Development (Temple University)

*Relevant Courses in Masters of Education Program:*

|  |  |
| --- | --- |
| * Facilitating Adult Learning | * Interpersonal Skills Training |
| * Org. Assessment, Design and Strategy | * System Dynamics |
| * Curriculum, Instruction and Technology in Education | * Characteristics of Computer-Based Instruction |

* 04/2006 IC3 2003 / 2005 Authorized Instructor (Certiport)
* 08/2005 Microsoft Office Specialist Master Instructor – Microsoft Office 2003
* 02/2005 Microsoft Office Specialist Master Instructor – Microsoft Office XP

Technical:

* 05/2006 ICDL-US Full Certification
* 07/2005 Microsoft Office Specialist Master Certification – Microsoft Office 2003
* 12/2004 Microsoft Office Specialist: *Word 2003 – Expert; Excel 2003 – Expert; PowerPoint 2003; Access 2003* (Certiport)
* 01/2005 Microsoft Office Specialist Master Certification – Microsoft Office XP
* 12/2004 Microsoft Office Specialist: *Word XP/2002 – Expert; Excel XP/2002 – Expert; Outlook XP/2002; PowerPoint XP/2002; Access XP/2002* (Certiport)
* 06/2002 Certificate of Training in MCSE (Ameritrain, Inc.)

**Experience**

Dec. 2004 – Present Temple University (Computer Services) Philadelphia, PA

***Senior Information Systems Instructional Support Specialist***

* Provide software and hardware training to members of administration, faculty, staff and students
* Technical Writer – Develop and re-design step-by-step training materials for end-users
* Manage the seminar schedule – a perpetual rotation of over 100 seminars and over 10 facilitators
* Develop, implement and manage new hands-on seminars on new technology
* Develop, implement and manage new online seminars on new technology
* 2nd-level Help Desk support for Microsoft Office applications
* Manage and coordinate functions of the licensed testing center for Certiport
* Conduct seminars preparing participants for MOS certification
* Proctor MOS examinations

Aug. 2003 – Present Temple University (CIS Dept) Philadelphia, PA

***Adjunct Faculty – Laboratory Instructor: Computer & Information Sciences 55***

* Prepare lessons for lab tutorials and design class examples for hands-on instruction
* Instruct students on use of complete MS Office package, and web page design
* Prepare and grade assignments and exams
* Preparation of initial lesson plan template for all adjunct faculty members

Sept. 2004 – Jan. 2005 Metropolitan Career Center Philadelphia, PA

***Adjunct Faculty – Introduction to Microcomputers; Advanced Word and Excel***

* Instruct students on basic concepts of computer literacy (Introduction)
* Instruct students on advanced use of MS Word and MS Excel (Advanced)
* Prepare lessons for lab tutorials and design class examples
* Prepare and grade assignments and exams

Oct. 2001 – Dec. 2004 Temple University (Writing Center) Philadelphia, PA

***Writing Tutor***

* Assist undergraduate and graduate students with term papers, research papers and projects
* Help students understand and implement proper grammar skills
* Work with ESL students to improve English language skills
* Online tutor for students who submit papers via an online web interface

July 2002 – Aug. 2003 Temple University (CIS Dept) Philadelphia, PA

***Computer & Information Sciences Laboratory Instructor and Teaching Assistant***

* Assist students with computing concepts and methods
* Assist instructor with preparation and grading of assignments and exams
* Provide additional assistance to students outside of classroom hours

Jan. 2002 – Jan. 2003 Growing Light Day School Philadelphia, PA

***Information Technology & Science Teacher***

* Develop IT curriculum to be utilized throughout school
* Teach computing concepts and applications to grades 3 through 6
* Teach science concepts to grades 3 through 6
* Provide technical support to administration and staff

Jan. 2002 – May 2002 American Friends Service Committee Philadelphia, PA

***Research Intern***

* Research humanitarian issues arising out of the ongoing war with Afghanistan
* Produce a comprehensive weekly report used by employees and field agents
* Institute and maintain an electronic discussion group

Sept. 2000 – Jan. 2002 Temple University (Fox Inf. Tech) Philadelphia, PA

***Head Consultant / Technician / Lab Assistant***

* Diagnose and troubleshoot administration, faculty and staff IT related problems
* Responsible for opening and closing computer labs in Speakman Hall
* Assist and train students with use of computers
* Repair and troubleshoot software and hardware problems

Jan. 2000 – June 2000 The Laboratory Charter School Philadelphia, PA

***Information Technology Teacher***

* Teach computing concepts and applications to grades 3 through 7
* Set up computer labs at the school’s three sites
* Provide technical support to administration and staff
* Develop instructional material to teach keyboarding and basic computing concepts to elementary school students

June 1997 – June 1998 JSA International, Inc Springfield, PA

***Computer Technician / Help Desk Support***

* Build and troubleshoot computer systems
* Provide technical support to corporate and individual clients
* Train corporate and individual clients on the use of hardware, software and peripheral devices

**Awards, Scholarships & Organizations**

* 04/2001 – 06/2003 McNair Scholar, Temple University
* 01/2002 – 06/2002 *Editorial & Minority Affairs Advisor*, Advising Committee Templetown.com
* 05/2003 Recipient, *Most Outstanding Student Leader Award*, Student Activities Center
* 05/2003 Inducted into *Phi Beta Kappa* *Academic* *Honor Society*
* 05/2002 Inducted into *Pi Sigma Alpha Honor Society*
* 04/2002 Recipient of *Dr. Valaida Walker Award*
* 11/2001 Committee Member, Intercollegiate Athletic Advising Committee, Temple
* 11/2001 Recipient, W.W. Smith Charitable Scholarship (Temple)
* 10/2001 Presenter, *Global Welfare System*, McNair Research Symposium, Puerto Rico
* 09/2001 Recipient, Best Research Presentation, McNair Program
* 06/2001 Inducted into *National Society of Collegiate Scholars*
* 05/2001 *Student Trustee and Spokesperson*, Temple Student Government

**Computer Skills**

* Application Software:
  + Microsoft Office Suite: Word, Excel, PowerPoint, Access, FrontPage, Outlook, Publisher, Project Professional
  + Adobe: PhotoShop, Illustrator
  + Macromedia (Adobe): Dreamweaver, Contribute, Flash, Breeze, Captivate, Flash Paper
  + Content Management: Blackboard
  + Intuit: QuickBooks
* Hardware: PC Assembly, Troubleshooting, General Computer Repair and Wireless Network Installation
* Operating Systems: Windows, Mac/OS