

**DAVID HAWKINS**  
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## OBJECTIVE

Seeking opportunities to provide microcomputer software training, software documentation and database application development.

## EMPLOYMENT

1989-  
Present

### **Private Consultant**

Provide microcomputer consultation services for corporate and small business. Services include software application analysis, instruction and database application development.

1990- Present

### **Software Instructor**

**Opollo Training**, Stittsville, Ontario  
**Montgomery County Community College**, Blue Bell, PA  
**ComputerEase**, Lansdale, PA  
**Dendrite**, Morristown, NJ  
**Maxwell Training Center**, Norristown, PA  
**Global Knowledge**, King of Prussia, PA  
**ACS Learning**, Oaks, PA  
**C3i**, Morristown, NJ

Provide beginner and advanced training for many PC software packages, including but not limited to: Windows, Lotus 1-2-3, Microsoft Excel, Microsoft Powerpoint, Microsoft Frontpage, Microsoft Access, Paradox, dBase III+ and IV, Foxpro, SQL, Act!, SalesLogix, Filemaker Pro, WordPerfect, WordPerfect for Windows, Microsoft Word, Word for Windows, Lotus Notes, Visio, Microsoft Outlook , OnDemand, Tomax Forecasting & Scheduling, Workbrain Time Management and Siebel CRM. Also provide instruction in Javascript, HTML, CSS and ASP Internet technologies.

### **Database Developer**

Provided database development expertise through various software training companies and for direct clients. Database applications used for development include Microsoft Access, Foxpro and Paradox.

1995-Present

### **Sales Force Automation Software Instructor**

Provided SFA software training for the following companies: GSK, Bristol-Myers Squibb, Novo Nordisk, Eisai, Allergan, Campbell Soup, Galderma, Lifescan, MacNeil, Celltech, Forest, Sanofi, Otsuka, Schwarz Pharmaceuticals, Organon, Sanofi/Aventis, PDI & Pfizer. SFA training provided using Siebel, ForcePharma, ForceMobile, Catalyst & Voyager software products.

### **Software Documentation Developer**

Responsible for development of web-based Siebel help application for pharmaceutical company using Robohelp development tool. Provided Webex delivery script for Siebel pre-learning. Developed QRCs for customized Siebel application.

Developed courseware for training PDA usage to Merck loading dock workers. Provided courseware development for Advanced Access training class.

1988-  
1989

### **Facilities Engineer**

**Philadelphia Fiber Optic Corporation**, Philadelphia, Pennsylvania

Responsible for coordinating all facets of telecommunications facilities construction by directly interfacing with building management personnel, construction engineers and supervisors, and the Philadelphia Department of Streets.

Managed daily data processing activities using extensive knowledge of personal computer hardware and software.

1988 **Associate Editor/Analyst**  
**Datapro Research Corporation**, Delran, New Jersey

Wrote and edited fiber optic and microwave technology reports for *Datapro Reports on Communications Alternatives*.

1986-  
1988 **Engineer**  
**PSF Fibernet**, Valley Forge, Pennsylvania

Responsible for design, purchasing and engineering activities for fiber optic voice, data and video communications systems.

Managed the company's data processing facility. These activities included employee training and hardware and software troubleshooting.

Produced high quality presentations using business graphics software for the PC.

Gained knowledge in the use of Lotus 1-2-3, Symphony, Freelance Plus and other PC software.

1984-  
1986 **Engineering Technician**  
**Warner Cable Communications Inc.**, Blue Bell, Pennsylvania

Coordinated FCC licensing of two-way radio, microwave relay and satellite earth stations for 100+ cable television systems.

Provided maintenance and technical support for cable television commercial insertion systems.

Assisted with the specification, design and implementation plans for new fiber optic communications systems.

Provided on-site supervision for construction and maintenance of fiber optic networks and video systems.

## EDUCATION

1989 **AT&T Technical Training Services**, Columbus, Ohio  
ACORN Data Base Administration  
DACS II Operations and Maintenance  
DDM-1000 Dual DS3 Multiplexer

1987 **AT&T Technical Training Services**, Atlanta, Georgia  
Lightguide Building Cable and Apparatus Installation

1986 **Fiber Optic Communications Systems Workshop**, Auburn, Massachusetts  
Connectorization, Splicing and Troubleshooting Fiber Optic Systems

1985 **Amp, Inc.**, Harrisburg, Pennsylvania  
Coaxial and Fiber Optic Connector Course

**Arizona State University**, Tempe, Arizona  
Fiber Optics Communications Short Course

1982-  
1984 **Jefferson College**, Hillsboro, Missouri  
Dean's List; Graduated magna cum laude  
Associate of Applied Science in Electronics Technology

## REFERENCES

References and previous employer evaluation available upon request.