

JB HILLIARD

CORE COMPETENCIES & ACCOMPLISHMENTS

TRAINING & FACILITATION

- **14 years' experience** in effectively teaching and motivating **adult learners**; **10 years** as **end user trainer**
- **Master Microsoft Office Specialist (MOS) "Expert" Certification (Access, Excel, PowerPoint, Word)**; experience in all versions through **2007**
- Experienced using learning portals such as **Blackboard, WebCT, & Elluminate**
- **Instructed** college-level students in computer applications & general business courses
- Appointed **Lead Instructor** for night school program
- **Researched, developed, & delivered** financial management & contract management curriculum to diverse groups of 5 - 200 managers & functional specialists
- **Organized & marketed** course offerings/schedules for computer training center
- **Developed & facilitated** various short-course seminars & workshops
- **Planned & coordinated** course offerings to over 2000 students annually across the U.S.
- Certified training in **Facilitator Training, Classroom Instruction & Team Building**

INSTRUCTIONAL DESIGN / CURRICULUM DEVELOPMENT

- eCollege **Certified Online Teacher/Developer**
- **Designed, developed, & presented** orientation program to new hires
- **Recommended** client course content updates based on employee & customer requirements
- **Led** Congressionally-mandated intermediate level acquisition course development
- **Managed** transition & revision of courses on contract management & work measurement
- **Edited** printed courseware materials for content, logic, continuity & accuracy
- **Assisted** base legal office in developing anti-deficiency act training
- **Developed** accounting system workshop for senior managers
- **Experienced** using **Microsoft & Macromedia** applications to create customized learning programs
- **4.0 GPA** in **Instructional Technology** masters program

MANAGEMENT & PLANNING

- **Directed** academic team of 15; **validated** course content, schedule, & budget
- **Project manager** for \$300,000 facility construction project for additional classroom space
- **Planned & executed** road show training presentations which avoided training costs of over \$40,000
- Served as **Orientation Program Consultant** for new faculty hires
- **Evaluated** contractor cost & schedule performance, identified trends, advised pgm chief
- **Led development** of life cycle cost estimate; accomplished 6-month task in 3 months
- **Developed** local high school mentoring & development program from a national initiative; **coordinated** monthly programs, social & community service activities for 80 participants
- **Coordinated** middle-school tutorial program: solicited volunteers; administered lesson plans; developed progress reporting procedures; served as liaison between school staff and volunteers; program won Base Volunteer Award

EDUCATION

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|------|---|
| 5/05 | MASTER of SCIENCE in INSTRUCTIONAL TECHNOLOGY
Georgia State University, Atlanta, GA |
| 7/95 | MASTER of BUSINESS ADMINISTRATION
Webster University, San Antonio, TX
Concentration: MANAGEMENT |
| 3/88 | BACHELOR of SCIENCE in BUSINESS ADMINISTRATION
The Ohio State University, Columbus, OH
Concentration: ACCOUNTING |

**PRESENTATIONS,
WORKSHOPS,
CLASSES &
SEMINARS
DEVELOPED/GIVEN**

- 5-Star Leadership – Becoming a Leader of Excellence & Purpose*
Developed for National Conference on Student Leadership; presented at Fall Conference, November 2007
- 13 Techniques for Intelligent Document Management Using Adobe Acrobat*
Developed for and presented to International Association of Administrative Professionals, Georgia Division Fall Seminar, November 2006
- 21st Century Professional – Becoming a Leader of Excellence & Purpose*
Developed for and presented to Georgia Electric Cooperatives' HR & Administrative Association Spring Conference, April 2007
- 25 Home-Based Businesses You Can Start*
AT&T
- The 60-Minute MBA*
Developed for and presented to Black Public Relations Society of Atlanta, September 2006
- A+ Foundation – MS Windows Family*
AT&T
- Access 2003*
AT&T
- Access 2002*
AT&T
- Access 2000*
AT&T, Lucent Technologies, Pi-Squared Business Solutions
- Access 97*
Alliance for Employee Growth & Development, Atlanta Technical Institute (Airport Training), City of Atlanta, MARTA
- Career Development*
AT&T, Lucent Technologies
- Career Solutions, The Next Step*
AT&T
- Change Management*
AT&T
- CPS/CAP Certification Review Course – Office Systems & Technology*
Developed for AGL Resources, Inc., 2007
- Created to Win – A Discussion of Leadership Development*
Developed for and presented to Epsilon Chapter (The Ohio State University) of Delta Sigma Theta Sorority, Inc., September 2002
- Desktop Publishing for the Non-Graphic Designer*
Developed for and presented to International Association of Administrative Professionals-Heart of Peachtree Chapter, November 2007
- E-Commerce*
AT&T
- Enhancing Performance through Understanding Yourself and Others (DiSC® Classic)*
Training Solutions Group
- Excel 2003*
AT&T
- Excel 2002*
AT&T
- Excel 2000*
AT&T, HCA Healthcare, Lucent Technologies, OFS, Pi-Squared Business Solutions, XO Communications
- Excel 97*
AT&T, Atlanta Technical Institute (Airport Training), Bellsouth, City of Atlanta, DeKalb County, Fulton County
- Finding a Job While You're Still Employed*
AT&T

**PRESENTATIONS,
WORKSHOPS,
CLASSES &
SEMINARS
DEVELOPED/GIVEN**
(continued)

Increasing Your Diversity Competence
Developed for National Conference on Student Leadership; presented at Fall Conference, November 2007

Interviewing & [Online] Job Search Skills
AT&T

Introduction to Computers
Atlanta Housing Authority

Job Interviewing
AT&T

Keyboarding
Atlanta Housing Authority

Lotus Notes
Bellsouth

Making a Living Without a Job
AT&T

Managing Change
Presented to AT&T, Committee Effectiveness Meeting, Orlando, May 2005

Microsoft Office Overview
DeKalb County

Microsoft Office Public Seminars
Fred Pryor Seminars/CareerTrack

Money Management Series
Quarterly budget workshop series developed for and presented to Jerusalem House, 2007

MOUS Training & Test Prep
E-Computer Training, Pi-Squared Business Solutions

Netscape
Bellsouth

Outlook 2003
AT&T, William Mills Agency

Outlook 98
Alliance for Employee Growth & Development, Atlanta Technical Institute (Airport Training), MARTA

PC Skills Using Windows 2000 Professional
AT&T

PowerPoint 2003
AT&T

PowerPoint 2002
AT&T

PowerPoint 2000
AT&T, OFS, Pi-Squared Business Solutions, XO Communications

PowerPoint 97
Alliance for Employee Growth & Development, Atlanta Technical Institute (Airport Training), Fulton County, Morris Brown Research Institute/HUD Training Academy

PowerPoint is NOT Evil!
Developed for and presented to International Association of Administrative Professionals-Heart of Peachtree Chapter, November 2007

Project Management Basics – A Short Course of Practical Tools for Successful Project Management
Developed for and presented to The Home Depot, Inc.

Publisher 2000
AT&T

QuickBooks 2005
AT&T

QuickBooks Consultation & Training
Peachtree Protective Services, Inc., William Mills Agency

Ready, Set, Work!
Return-to-work workshop materials developed for Stone Mountain-Lithonia Alumnae Chapter of Delta Sigma Theta Sorority, Inc.

**PRESENTATIONS,
WORKSHOPS,
CLASSES &
SEMINARS
DEVELOPED/GIVEN
(continued)**

Reinvent Yourself
AT&T

Resume Writing
AT&T

Resume Writing & Job Search
AT&T

Smart Technology for a Smarter Business™
Georgia Micro Enterprise Network, August 2007

Stand Up & Speak Out – Communication Skills
Public workshop developed for and presented to middle school students for the Stone Mountain-Lithonia Alumnae Chapter of Delta Sigma Theta Sorority, Inc., March 2006

Start Your Own Business
Developed for and presented at National Professional Development Conference of Alliance of Black Telecommunications Employees, August 2004
Developed for and presented at National Professional Development Conference of Inter-Tribal Council of AT&T Employees, September 2004

Starting Your Own Business Resource Guide – CD-ROM
Developed by JB Enterprises-BTS, Inc., 2004

Strategic Planning
Reynoldstown Revitalization Corporation

Thriving in a Diverse Environment
Cox Enterprises, Inc.

Time & Task Management Utilizing a PDA
AT&T

To Deduct or Not Deduct – Tax Strategy Workshop
Developed by JB Enterprises-BTS, Inc., 2006

Using the Internet for Research
Morris Brown Research Institute/HUD Training Academy

What's New in Excel 2007
Developed by JB Enterprises-BTS, Inc., 2007

What's New in Outlook 2007
Developed by JB Enterprises-BTS, Inc., 2007

What's New in Word 2007
Developed by JB Enterprises-BTS, Inc., 2007

Windows 98
Alliance for Employee Growth & Development

Windows 95
Alliance for Employee Growth & Development, Georgia Department of Labor, MARTA, Morris Brown Research Institute/HUD Training Academy

Word 2003
AT&T

Word 2002
AT&T

Word 2000
AT&T, Lucent Technologies, OFS

Word 97
Alliance for Employee Growth & Development, AT&T, Atlanta Housing Authority, Bellsouth, City of Atlanta, Fulton County, Georgia Department of Labor

Working Your WIGs: An Executive Approach to Time Management
Developed for and presented to Georgia Electric Cooperatives' HR & Administrative Association Fall Conference, August 2007

**COLLEGE
COURSES
TAUGHT**

Access 2000
Computer-Ed Institute
Computers and Application Software
Herzing College
Database Applications I
Herzing College
Database Concepts
Herzing College
Desktop Publishing & Graphics
Herzing College
Excel 2000
Computer-Ed Institute
Hospitality Management
Herzing College
Integrated Software Skills & Job Search Techniques
Computer-Ed Institute
Introduction to Computers & Keyboarding Techniques
Computer-Ed Institute
Introduction to Microcomputers
DeKalb Technical College
Keyboarding & Communications (College English)
Computer-Ed Institute
Keyboarding & Microcomputers
Herzing College
Microcomputer Software
Herzing College
Outlook 2000
Computer-Ed Institute
PowerPoint 2000
Computer-Ed Institute
Web Page Design (Microsoft Publisher & FrontPage)
Computer-Ed Institute
Word 2000
Computer-Ed Institute

CAREER HISTORY

9/97 - Present

TRAINER / SMALL BUSINESS CONSULTANT

JB Enterprises-BTS, Inc., Stone Mountain, GA

- Responsible for business planning, operations, marketing, workforce management, client & vendor relations
- Train adults in corporate organizations and technical training schools in the areas of software applications, management, business applications
- Develop training materials, visual aids, presentation slides, training workbooks, & test/review questions for new & ongoing educational programs
- Make recommendations to clients for improving effectiveness of training programs & training material content
- Assist new & emerging small businesses in administration, accounting/bookkeeping, and database management programs
- Teaching experience at Herzing College, Atlanta Technical College, Morris Brown Research Institute, Computer-Ed Institute
- Training experience at corporate level, serving clients such as: AT&T, Cox Enterprises, Dynasis Integrated Systems, Fred Pryor Seminars, HCA Healthcare, Home Depot, Lucent Technologies, William Mills Agency

2/97 - 9/97

FINANCIAL ADVISOR

American Express Financial Advisors, Atlanta, GA

- Assessed needs & goals of clients in order to provide comprehensive financial plans
- Trained in a wide variety of retirement and investment strategies to provide clients with financial options & advice

6/96 - 2/97

BOOKKEEPING & ADMINISTRATIVE ASSIGNMENTS (Temporary)

Staffsource, Inc., Marietta, GA & Accountemps, Atlanta, GA

3/93 - 5/96

ACQUISITION EDUCATION DIRECTOR-FINANCIAL MANAGEMENT

U.S. Air Force, Brooks Air Force Base (San Antonio), TX

- Hand-picked from across command for unique expertise
- Researched, developed, and delivered lessons in the subjects of financial management and contract management to acquisition managers & functional specialists

1/89 - 3/93

FINANCIAL MANAGER/COST ANALYST/BUDGET ANALYST

U.S. Air Force, Wright-Patterson Air Force Base (Dayton), OH

- Responsible for all facets of financial management in the development & acquisition of B-2 support systems by directly providing fiscal guidance to over 50 other government and contractor personnel
 - Designed & implemented new approaches for team financial management, including cost estimating and budgeting tools; resolved \$500 million funding shortfall in system support
 - Key member of government review team at major defense contractor facility; led initiative that identified & reallocated \$3 million in excess funds
 - Awarded Company Grade Officer of the Year
 - Outstanding Volunteer Service Award
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**TECHNICAL
TRAINING &
PROFESSIONAL
DEVELOPMENT**

- Basic Systems Acquisition Management Course
 - Budget Officer School
 - Certified Acquisition Manager
 - Certified Administrative Professional™
 - Certified Online Teacher/Developer - eCollege
 - Computer Resources Acquisition Course
 - Contractor Performance Measurement Course
 - Cost Improvement Curve Analysis Course
 - Effective Classroom Instruction
 - Financial Management Course– Air Logistics Centers
 - Financial Management in Weapon System Acquisition Course
 - Intermediate Systems Acquisition Management Course
 - Introduction to Life Cycle Costing Course
 - Microsoft Office Specialist Certification – Expert Level
 - National Association of Securities Dealers: Series 7 (General Securities Representative)
 - National Association of Securities Dealers: Series 63 (Uniform Securities Agent-State Law)
 - Principles of Contract Pricing Course
 - Principles of Cost Analysis Course
 - Quantitative Techniques for Cost & Price Analysis Course
 - Risk Management Course
 - Selected Acquisition Reporting
 - Squadron Officer School
 - Subcontractor Program Management Course
 - Team Building: Train-the-Trainer
 - Total Quality Management Team Facilitator Training
 - Work Measurement Applications Course
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**PROFESSIONAL &
CIVIC
ORGANIZATIONS**

- Member, American Institute of Professional Bookkeepers
 - Member, Association for Educational Communications & Technology
 - Chair (2 yrs) – Delta GEMS (mentoring program), Delta Sigma Theta Sorority, Inc., Stone Mountain-Lithonia Alumnae Chapter
 - Chair (2 yrs) – Publicity Committee, International Association of Administrative Professionals, Cherokee Rose Chapter
 - Member, Society for Applied Learning Technology
 - Department Head (3 yrs) – Bookstore Ministry, Victory World Church
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**HONORS &
ACHIEVEMENTS**

- M. Ed Graduate Award – Instructional Technology
- Lincoln Education Services Online Course Development Challenge – 2nd Place
- Kappa Delta Pi International Honor Society in Education
- Pi Lambda Theta International Honor Society
- Employee of the Month – Computer Ed Institute
- Company Grade Officer of the Year
- Outstanding Volunteer Service Award
- Outstanding Women Award Nomination