

# **Ann Beheler**

## **OBJECTIVE**

**To obtain a challenging position that uses my technical, managerial and general business skills to make a significant contribution to Collin County Community College District and the community.**

## **RECENT HONORS and DISTINCTIONS**

- Featured on Women in Technology Panel at University of Michigan, Fall, 2000
- Featured as a role model for Women in Technology on Microsoft Press home page, summer, 1998
- Recipient of Novell Audrey Service Award, 1998
- Innovator of the Year, Richland College, 1997
- Microsoft AATP Advisory Council/Faculty Development Council
- Novell NEAP Advisory Council member
- Program Manager for Mentor College for Microsoft Working Connections Grant
- Presenter for CIT League for Innovation Conference 1998/1999
- Presenter at Novell Brainshare, 2000
- Presenter at Novell EDGE conference, 1996-2000
- Presenter at NBEA conference, 2000

## **EDUCATION and CERTIFICATIONS**

- Microsoft MCSE 2000, MCT, MCP, MCP+I
- Novell Master CNI, Master CNE, CNE, CNI, Certified Internet Professional
- Cisco Certified Network Administrator
- Certified Technical Trainer
- 54 Post-Masters Hours toward Ph.D. in Computer Science, University of Texas at Dallas
- MS in Computer Science, Florida Institute of Technology
- BS in Theoretical Mathematics, Oklahoma State University

## **EXPERIENCE**

### **Editor, CertMag Trainer Newsletter for Certification Magazine (2000 - )**

- Create a twice-monthly newsletter for trainers. Newsletter contains current content of interest to trainers, especially trainers in the certification market.

### **Director, Product and Technology Management, Raytheon Professional Services (2000 - )**

- Market research with respect to state-of-the-art learning technologies, including all aspects of e-learning
- Responsible for e-learning strategy and overall external technology strategy for all products and services
- Responsible for Product Development and Strategic Alliances to provide product and courseware development services to sales force
  - Evaluated all existing tools for technical merit and market worthiness with an eye for productizing the tool for the commercial market.
  - Negotiated Strategic Alliances with Saba, Docent, and Thing for LMS resale, implementation, and integration work
- Responsible for sales training for products, including features and benefits, cost and price structure, differentiators. Created web site with collateral sales material.
- Responsible for product launch for all products and strategic alliances, including oversight of marketing collateral creation, tradeshow, press release creation (if any), training trainers (if needed)
- Responsible for on-going analysis of each product with respect to updated market need, competition, actual sales, actual costs. Includes responsibility for retiring a product or terminating an alliance when no longer effective
- Market research for product need, competition, business plan for financial viability of product

**Director, Certifications and Academic Programs, Novell, Inc. – (2000)**

- Business Management and Strategy for all Novell Certifications including CNA, CNE, Master CNE, CNI, Master CNI, Certified Internet Professional, and Certified Directory Engineer. Includes budget management, program management and redesign as well as supervision of CNI Advisory Council, Certification Advisory Council, and NEAP Advisory Council
- Responsible for launch of Certified Directory Engineer Certification, including Novell Practicum hands-on examination technology
- Business Management and Strategy for Novell Education Academic Program, Novell's authorized education program in high schools, colleges, and universities
- P&L responsibility and management of relationships with VUE and Prometric, both certification testing service providers

**Director, Courseware Development, Delivery, and Testing, Novell, Inc. – (1999-2000)**

- Responsible for overall improvements in course development, course rollouts and certification testing development. Includes management of multi-million-dollar budget, interface and coordination with Novell product engineering teams and customers, and management of development of both courseware and testing. Initiated move to bring online course development in-house.
- Management of staff CNIs worldwide for courseware rollouts
- Management of external CNI program; improved customer satisfaction with the CNI program, providing better communication and benefits
- Created Education Product Plan of Record for corporate usage
- Interface with a variety of internal departments and external customers and other influencers

**Author/Speaker for Microsoft Press – (1997- )**

- Authored instructor support materials for the Academic Learning Series for the Windows NT Certification Series; authored test materials for Designing Security for Windows 2000 textbook.
- Conducted 6 instructor/administrator information sessions nationwide teaching how to tactically implement a Microsoft Windows NT Networking Specialist Associates Degree

**Author, Prentice Hall – (1996 - )**

- Created textbooks for Prentice Hall in the networking arena:
  - **Using Novell Network 4.11 Introduction to Data Communications Using Netware**  
Prentice Hall(1998)
  - **Networking Fundamentals Using Novell NetWare (4.11)**  
Prentice Hall(1998)
  - **Data Communications & Networking Fundamentals Using Novell NetWare (4.11)**  
Prentice Hall(1998)
  - **Networking Using Novell NetWare 3.12**  
Prentice Hall(1995) (Ramos, Schroeder, Beheler)
  - **Data Communications & Networking Fundamentals Using Novell NetWare 3.12**  
Prentice Hall(1995) (Ramos, Schroeder, Beheler)
  - **Computer Networking Concepts**  
Prentice Hall(1995) (Ramos, Schroeder, Beheler)
  - **Networking Using Novell 3.11 Release 3.11**  
Prentice Hall(1993) (Ramos, Schroeder, Beheler)

**Consultant and Owner/Partner Computers Plus, Inc. & PRU International, Inc. – (1981-)**

- Network Consulting with emphasis on integration of multi-vendor systems; selling to and supporting medium to enterprise networks (since 1983)
- Network analysis, design and implementation as well as troubleshooting for enterprise wide networks including design of departure from NetWare to Windows NT for Burlington Northern Santa Fe Railroad (100 servers, 13,000 desktops) as well as network design and support for several financial institutions

**Professor and Networking Program Manager, Richland College, Dallas, TX – (1992-1999)**

- Responsible for coordination and instruction in Computer Networking 2-year Associates Degree Program covering MCSE, CNE-3, CNE-4, CNE-5, Master CNE; program grew from 30 students per

semester to 1000 students per semester during my management and became known nationally over the seven years I was there. Interfaced with vendors and business and industry leaders in the field.

- Developed and obtained state approval for Associates Degree Curriculum for 3 different degrees and 6 certificates. Work included curriculum development from organizing and supervising Job task analysis to grouping objectives into courses to grouping courses into curricula.
- Established Tech Prep Program with Richardson Independent School District
- Responsible for developing procedures for setting up instructional networking labs for all Authorized Novell and Microsoft classes
- Managed and trained certified trainers for both Microsoft and Novell courses at Richland College
- Managed Microsoft Working Connections technology grant

**Educational Consultant for Capella University – (1999)**

- Created strategy for utilizing Microsoft and Novell Certifications for all or partial credit for graduate level courses in online MIS program

**Director of Management Information Systems NorthCorp Realty Advisors – (1991-1992)**

- Managed MIS department and designed and managed development of corporate database system to track and sell properties for Resolution Trust Corporation on multiple linked networks
- Designed and implemented enterprise network

**Adjunct Faculty, Richland College, Brookhaven College, Eastfield College, (1978 - )  
University of Texas at Dallas, Florida Institute of Technology**

- Instructor for a variety of undergraduate and graduate Computer Science and Computer Information Systems courses ranging from Assembly Language programming to networking courses

**Computer Education and Training Coordinator, Rockwell International (1977-1981)**

- Developed and taught Arthur Andersen's Systems Development Practices to programmers and systems analysts within Rockwell
- Designed and managed the first distributed data-processing system within Rockwell. Responsible for budget, personnel, corporate reporting as well as design through user acceptance testing and maintenance. Managed projects teams supporting the Bill of Materials system, Material Requirements Planning system, etc.

**Scientific Programmer, Mobil Oil Corporation, Texas Instruments, Collins Radio**

**References Available Upon Request**