

SUSAN V. FARAGO
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SUMMARY

I have over 15 years experience in the technical training and certification industry. My experiences range from providing adult learning classroom-based education, designing and developing course curriculum and technical certification exams to managing all facets of technical certification programs. Specific experience includes:

- Log over 3500 hours of instructor-led technical training in a variety of environments, including: corporate, manufacturing, community education, community college, private sector, and non-profit.
- Develop curriculum for over 20 instructor-led education courses in an adult learning environment.
- Develop and publish over 70 technical certification exams in multiple choice format using best practice methodologies including: job task analysis, blueprint design, item writing, technical review, and various scoring methodologies (Angoff, bookmark, beta).
- Create and implement the IBM Tivoli Instructor Certification Program worldwide, certifying 185 IBM and IBM business partner instructors.
- Manage all aspects of the IBM Tivoli Professional Certification Program worldwide, including finance/budgetary issues, vendor relations, exam development planning, and program growth.
- Present at national conferences, professional associations, seminars, and trade shows.
- Design and develop websites for corporate internet/intranet and non-profit organizations.

CAREER INTERESTS

- Certification/Credentialing: Design, Delivery, Test Security, Best Practices
 - E-Learning: Instructional Design and Delivery
 - Human Factors: Human Computer Interface Design
 - Knowledge Management: Data Engineering or Design
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EXPERIENCE

IBM, Inc. - Austin, Texas

Program Manager – Tivoli Professional Certification from IBM

9/2006 – 8/2008

Manage all aspects of the Tivoli Professional Certification Program in Software Group, IBM.

- Develop strategies to drive and market Tivoli Certification Program growth to contribute to a 20% growth YoY of paid exams sold and number of certs awarded (2005, 2006, 2007).
- Support and promote Tivoli certification offerings to meet skill development requirements for IBM employees, IBM Business Partners and, and Customers.
- Establish benchmarks and best practices in all exam development and related activities.
- Manage emerging/new certification strategies and initiatives, and integrate into Tivoli Certification Program.
- Fully integrate new acquisitions into Tivoli Certification Program and leverage internal resources as required.
- Manage Tivoli Certification Program activities such as metrics, web presence (internal/external), customer response, testing events, and Tivoli User Group meetings.
- Manage a \$500,000 program budget successfully.
- Create and implement exam security policies within Tivoli and across IBM.
- Provide direction and leadership for four exam development project managers (team lead).
- Represent Tivoli Certification Program at Software Group, at IBM, and industry forums such as CompTIA, Performance Testing Council, and Association of Test Publishers.

IBM, Inc. - Austin, Texas

Certification Exam Development Project Manager

12/1999 - 9/2006

Manage the Tivoli Professional Certification exam development process for the Enterprise Systems Management area within the Tivoli Software Group, IBM.

- Facilitate job task analysis workshops utilizing the IBM Exam Development methodology.
- Conduct item writing workshops to train subject matter experts how to write highly effective and solid exam questions.
- Facilitate cut score workshops utilizing the Angoff methodology to determine exam balancing and difficulty.
- Develop and manage certification plans and budgets for over 25 software products within the Enterprise Systems Management area.
- Review post-beta analysis psychometrics and implement changes as needed.
- Conduct forms build work to create balanced exam forms based on Angoff data.
- Work with Thomson-Prometric and Pearson VUE vendors to publish exams worldwide.
- Create and implement worldwide marketing plan for announcing new exams and certifications.
- Maintain the Tivoli Professional Certification web site: www.ibm.com/certify/certs/tv_index.shtml.

IBM, Inc. - Austin, Texas

Instructor Certification Program Manager

1/1999 - 12/1999

Develop, implement, and manage the Tivoli Worldwide Instructor Certification Program

- Establish instructor certification requirements criteria to manage business partner instructors.
- Develop and execute a global plan to certify 185 Tivoli business partner instructors.
- Create and implement a Tivoli Worldwide Education Vendor Accreditation program to train and accredit outsourced technicians in classroom setup.
- Design, implement, and manage an Instructor Certification tracking database containing over 1450 records.
- Write and distribute the *Instructor Certification Program Policies and Procedures* 30 page guide to establish strong program guidelines and foundation.
- Manage a \$600,000 program budget successfully.
- Hire a competent staff, define employee work objectives and evaluation, and provide opportunities for employee development and growth.

IBM, Inc. - Austin, Texas

Instructor Mentor

5/1998 - 1/1999

Provide training support and mentoring for Tivoli Worldwide Education and Tivoli instructors

- Advisory role to courseware developers to ensure solid content and successful course delivery.
- Mentor instructors to ensure they have the appropriate background and preparation to teach the course successfully.
- Train 10 instructor led classes encompassing 70+ students in knowledge management and database reporting courses.
- Maintain a 4.5 average evaluation score (out of 5) for Overall Evaluation, Course Content, and Instruction.
- Provide on-site consultation in knowledge management, data structuring, and course curriculum development for Tivoli customers.

Fredrickson Communications - Minneapolis, Minnesota

Instructional Design Consultant

8/1997 - 3/1998

Provide training strategies and documentation for a Oracle based manufacturing system implementation

- Design training, procedural, and reference documents for seven manufacturing modules of Oracle.
- Conducted skill gap analysis and process evaluation.

United HealthCare Corporation - Edina, Minnesota

Sales Systems Trainer

6/1996 - 8/1997

Provide training solutions and technical documentation for sales systems programs for Corporate Sales Administration at United HealthCare

- Manage and train sales systems software rollouts to United HealthCare health plans nation wide, including: finalizing software functionality, writing training manuals and release notes, scheduling training courses
- Work with the development team in performing usability testing for converting/upgrading legacy systems to Windows and Web based environments
- Create test scripts and work with pilot sites to validate software prior to implementation
- Create "Post-Training Effectiveness and Retention" assessment tools for measuring training effectiveness and return on investment
- Incorporate soft skills training theory into system rollouts, including change management and workflow improvement processes

Control-Alt-Delete Computer Training - Oakdale, Minnesota

Owner/Consultant

1/1996 - 12/1998

Provide computer consulting services, conduct overall business operations, and manage client accounts.

- Clients include: Hewlett-Packard, 3M, Mpls Assoc. of Realtors, City of Oakdale, Anoka/Ramsey Community College, St. Paul Chamber of Commerce.
- Provide computer software and technical training, seminars, custom technical documentation, and support for corporate and private clients (client listing is available upon request)
- Interview and hire training consultants for a variety of training contracts
- Track and manage budget, cash flow, and inventory
- Create marketing campaign, advertising brochures, and promotional items
- Design web sites for professional organizations.

Relevant Employment

Prior to 1996

MidAmerica Mutual Life Insurance Company - Roseville, Minnesota

Training Manager: Develop, coordinate, and provide all computer training for 300+ employees at 2 company locations. (Company went out of business in 1996.)

[Faegre and Benson Law Firm](#) - Minneapolis, Minnesota

Technical Support: Provide software, hardware, and networking technical support as part of IT support team for 1,000 end users worldwide.

[ExecuTrain](#) - Minneapolis, Minnesota

Instructor: Provide over 120 instructor led, on-site training classes at client sites for Windows, OS/2, and Microsoft Office suite of products (Word, Excel, PowerPoint, Access).

CERTIFICATIONS AND TECHNICAL SKILLS

IT Certifications

Information Technology Infrastructure Library (ITIL) Service Mgmt Foundations (2005)

Tivoli Certified Consultant - Tivoli Problem Management (1999)

Tivoli Certified Consultant - Tivoli Asset Management (1999)

Tivoli Certified Instructor - Tivoli Problem Management (1999)

Other Certifications

[USA Triathlon](#) Level 1 Certified Coach (2006-present)

[USA Cycling](#) Level 3 Certified Coach (2006-present)

Technical Skills: Software/Hardware

Technical skills range from basic installation and configuration of common hardware components, advanced word processing, advanced spreadsheets, html coding and web design, and a variety of office and graphics programs.

PROFESSIONAL ASSOCIATION ACTIVITIES

Memberships

[CompTIA](#) (Member, 2001-2008; Security+ Cornerstone Committee Chair, 2003)

[Performance Testing Council](#) (Member, 2002-2008; Marketing/Communications Program Chair, 2006)

[Women in Technology International](#), Austin Chapter (Member, 2000-2002)

[American Society for Training and Development](#), Austin Chapter (Member, 1998-2002)

[Professional Assoc. of Computer Trainers](#) (Member, 1995-1998; Board of Directors-Program Chair, 1996-1997)

Presentations

"Improve Your Organizational Security Posture" - FOSE Conference (Co-Presenter, 3/2007)

"Certification Programs" CompTIA Strategies Conference (Panelist, 6/2003)

"Great Exams-It's in the Development Process" - Results National Certification Conference (Presenter, 4/2001)

"Tivoli Certification Program Overview" - IBM Technical User's Group (Presenter, 6/2000)

"Examining Authoring Tools" - Society of Technical Communicators, MN Chapter (Presenter, 10/1997)

"Publishing on the Internet" - Imation Internet/Intranet Resource Group (Presenter, 6/1997)

"Utilizing Field Office Reporting Systems" - United HealthCare National Sales Conference (Presenter, 6/1997)

Publications

Professional and personal publications and interviews are available upon request.

Publications and interviews include: Certification Magazine, CertMag Extra, Monster.com, Computing Channels Magazine, and others.

Awards & Recognition

Bravo Award - IBM, Inc. (Awarded 4/2007)

Thanks! Award - IBM, Inc. (9 awards between 2004-2007)

Certification Volunteer of the Year Award - CompTIA (Awarded 3/2003)

Author Recognition Award - IBM, Inc. (Awarded 3/2003)

Bravo Award - IBM, Inc. (Awarded 4/2002)

Bravo Team Award - IBM, Inc. (Awarded 5/2001)

Tivoli 2000 Worldwide Services Outstanding Achievement - IBM, Inc. (Awarded, 2/2001)

MVP Award - IBM, Inc. (Awarded, 7/2000)

Tivoli Spirit Award - IBM, Inc. (Awarded, 12/1998)

Arrowhead Award - Outstanding Leadership Abilities and Involvement (Awarded, 5/1990)

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Education – Curriculum and Instruction, emphasis on adult learning
[University of Texas](#) - Austin, Texas (2005)

Bachelor of Arts - French and Philosophy, double major
[University of Minnesota](#) - Duluth, Minnesota (1992)

International Study Abroad - French and Law
[L'Universite de Pau](#) - Pau, France (1992)

"Project Management Fundamentals" - IBM, Inc. (2001)
"Managing in New Blue" - IBM, Inc. (1999)
"Tivoli 101 - Training for New Managers" - IBM, Inc. (1999)
"Advanced Management Training" - IBM, Inc. (1999)

PERSONAL INFORMATION

My hobbies include gardening, creative writing, photography, motorcycle riding, triathlon (swim-bike-run), and ultra-distance trail running.

Organization Affiliations

[Texas Iron Multisport, Inc.](#) (Assistant coach, 2006-present)
[Austin Herb Society](#) (Member, 2001-present)
[Austin Triathletes](#) (Member, 2001-present)
[Writer's League of Texas](#) (Member 2006-2007)
[GENaustin](#) (Volunteer, 2001)

REFERENCES

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IBM Certification Program, IBM, Inc.
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Last Update: Feb, 2009