

Recommendations

Mark is an excellent teacher - well organized, clear, and structured in his approach. He was able to deal with a variety of skill levels in the group without compromising the course materials and learning objectives. In the end, everyone came away with a much better working understanding of the program. Thank you, Mark!

Roberta White
Hospice of the Piedmont, Charlottesville, VA

I really enjoyed the training today and learned a lot! I had someone come to me this afternoon needing some demographic information and it was SO easy to give her what she needed using the functions you taught us today. Yesterday I would have manually counted the items in the spread sheet but today I used "counta" and "countif" to do all the work for me! Thanks for saving me so much time!

Mary Anne Benvenuti
Northrop Grumman Sperry Marine, Charlottesville, VA

"Mr. Watlock is the best instructor I have experienced. Mr. Watlock was professional, informative, comfortable, and entertaining. I loved Mr. Watlock's sense of humor. The instructor has an excellent approach-the class went quickly. Very patient!"

Various Attendees
Montgomery County Government, Rockville, MD

"Mark did a great job. Mark was a wonderful instructor-well focused, personable, and interesting. I felt that I learned a lot of useful information. Easy to ask questions, Mark is very personable. The instructor was enthusiastic and stopped to answer any questions we had. Mark was great! Mark made the class easy and does not talk down to the students. He made the class fun."

Various Attendees
Shenandoah University, Winchester, VA

"Excellent instructor, attentive to student questions. Mark is an excellent teacher. I especially liked his asking us what we wanted to learn and then making sure he covered it. Very patient. The instructor has an excellent approach, the class went quickly."

Various Attendees
Federal Department of Transportation, Washington, D. C.

"Excellent Presentation. Mr. Watlock is an excellent instructor, I wish we had more time. Did a great job, good presenter. Very good, made it interesting and fun. Mark was excellent with a slow student, helping her without embarrassing her."

Various Attendees
Federal Judicial Center, Washington, D. C.

"Great Instructor. The instructor was excellent, very enthusiastic and made it very conducive to learning. Presentation by the instructor was excellent. Wasn't a slave to the text, made it very interesting and interacted with the class."

Various Attendees
National Cancer Institute, Fort Detrick, MD

"Great instructor, takes the time to explain and cover material completely. Best instructor to date. Very knowledgeable and helpful. Covered all questions. Easy to understand. Enjoyed it. Very efficient. Instructor had a great sense of humor. I thoroughly enjoyed class and found it very helpful."

Various Attendees
US Attorney's Office, Various Locations

Mark Richard Watlock
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Professional Objective:

To provide high-quality computer training and support services.

Summary of Qualifications:

Over 24 years of personal computer training and support experience. Extensive experience teaching and using local area networks, all versions of Microsoft Windows, Microsoft Office, and many other Windows-based business applications. Experience in operating PictureTel (Polycom) videoconferencing equipment.

Education:

A. A. S., Communications, Lord Fairfax Community College, Middletown, VA 1985.

Employment:

Advantage Computer Training, LLC & (Self-employed), Charlottesville, VA **June 1995-Present**
Computer Training and Consulting

- Performed contract computer software training at Martha Jefferson Hospital and the University of Virginia Medical Center.
- Designed and conducted IBM and Windows based computer training classes and seminars for businesses, schools, and individuals in Virginia and the metro Washington area.
- Served as Director of Shenandoah Valley TeleBusiness Center and Telecommuting Center in Winchester, VA on contract with Winchester-Frederick County Economic Development Commission.

Shenandoah University, Winchester, VA
Software Trainer

August 1998-July 2000

- Designed and conducted Windows and Macintosh based computer training classes and seminars for faculty and staff of Shenandoah University.

Carper's Computer Center, Winchester, VA
Computer Sales and Support

October 1994-June 1995 (contract)

- Responsible for computer sales and support to those in the local Winchester area.

MW Computer Enterprises (Self-employed), Palmyra, VA
Computer Training and Support

January 1990-August 1994

- Designed and conducted IBM and Macintosh based computer training classes and seminars for businesses, schools, and individuals in central Virginia.
- Provide on-site and telephone technical support on various word processing, spreadsheet, and other business software.
- Assisted businesses and individuals with computer hardware and software purchases.

Department of General Services, Richmond, VA
Computer Support Technician

April 1994-August 1994 (contract)

- Provided first line technical support on various word processing, spreadsheet, and other network business software for 900 user Novell local area network.

The Rutherford Institute, Charlottesville, VA
Computer Network Support Technician

May 1993-February 1994

- Administered and supported 3 server, 25 node Novell 3.11 local area network on thin ethernet and 10BaseT media running Microsoft Windows and DOS applications.
- Conducted training on various IBM based hardware and software products including word processing and spreadsheet software, along with computerized fax and security system training.

Comdial Corporation, Charlottesville, VA
Microcomputer and Training Specialist

June 1992-May 1993

- Administered and supported Novell 3.11 and Macintosh System 7 based local area networks on thin ethernet media running Microsoft Windows and other applications.
- Performed training for users of Windows, DOS and Macintosh computer systems.
- Provided centralized on-site and telephone support for network computer users.
- Performed installation, customization, and troubleshooting of Microsoft Windows and Macintosh network computer workstations.
- Completed installation of local area network hardware for automated payroll system as cost cutting measure to replace aging mainframe system.
- Received training as team facilitator and served as facilitator of natural work group.

Commission on VASAP, Manassas Park, VA
Microcomputer Support Specialist

October 1991-June 1992 (contract)

- Designed and installed nine Novell local area networks for use in gathering arrest data.
- Provided on-site and telephone support to remote state computer locations.
- Completed comprehensive data security audit program of twenty-five remote Novell local area networks.

ComputerLand, Charlottesville, VA
Sales/Training/Software Support

January 1988-January 1990

- Developed and implemented successful sales program to supply desktop publishing equipment to organizations in the central Virginia region.
- Provided on-site and in-house training in the use of a wide variety of IBM and Macintosh based business software and hardware.
- Retail floor manager duties included scheduling, inventory, and showroom display tasks.

Dynabyte Computer Products, Charlottesville, VA
College Sales/Training

July 1986-December 1987

- Developed and implemented successful marketing program designed to provide personal computers to students and staff at major universities throughout Virginia.
- Provided training and support on computer hardware and software.

Training Performed:

FileMaker Pro	Microsoft Access 97, 2000, XP, 2003, 2007
Adobe Acrobat	Microsoft Excel 97, 2000, XP, 2003, 2007
Internet Search Skills	Microsoft PowerPoint 97, 2000, XP, 2003, 2007
Microsoft Windows 95/98/2000/Vista	Microsoft Word 97, 2000, XP, 2003, 2007
InDesign/PageMaker	Microsoft Outlook 97, 2000, XP, 2003, 2007
Beginning HTML	Microsoft Publisher 97, 2000, XP, 2003, 2007
	<i>among others...</i>

Organizations and Activities:

Virginia Society of Association Executives
Albemarle-Charlottesville Human Resources Association
Charlottesville Area Chamber of Commerce
Past Vice-President and Projects Director, North Fluvanna United Methodist Men's Club