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## WORK EXPERIENCE

**7/10/15 – Present**

**Author & Business of Life Skills Consultant**

**Oct. 2016- Dec. 2018**

**Creative Director**

**Mobile Workforce**

**Janet M. Nast**  
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- Developed and implemented the company's first sales training program which included how to properly use the ZOHO CRM application, basics of presentation skills and reporting, lead generation and nurturing, and client nurturing. The program also included training each sales rep on how to write and implement their individual, quarterly marketing plans.
- Developed the Mobile Workforce's first marketing department which included: Interviewing and hiring a graphics designer, defining and implementing the company brand, creating the first Corporate Style Guide, designing all marketing materials to support the sale team, redesigning the trade show booth, and hiring and working with a web designer to redesign the company website

***The Ken Blanchard Companies***

**12/10/01 – 7/1/2015**

**IT Trainer and Documentation Specialist**

- Provide face-to-face training and global virtual training for Blanchard proprietary applications as well as Citrix, WebEx, Level 3 teleconferencing, Qualtrics, MS Office, MS Project, SharePoint, the Promethean Board, voice mail and remote connectivity
- Develop training programs and materials using standard applications such as Word, Snagit and Captivate as well as iPhone applications such as ScanPro and AirServer
- Create, coordinate and deliver all new hire systems training
- Create general end user documentation for all Blanchard proprietary applications as well as Citrix, WebEx, Level 3 teleconferencing, Qualtrics, MS Office, MS Project, SharePoint, the Promethean Board, voice mail and remote connectivity
- Project Coordinator for software upgrades such as Citrix, WebEx, and Windows OS
- Assist with the development and testing of new software products and applications (Blanchard proprietary and otherwise) as needed, i.e., Windows 8 and 8.1, EMmA, Citrix, Gateway
- Site Administrator for WebEx, Qualtrics, Intercall and Level 3 Teleconferencing and our Blanchard Trainer Network
- Help Desk support for all end user applications; Blanchard proprietary as well as Microsoft
- IT Department Event Planner and Interior Decorator for the purpose of maintaining our team's moral and all around good attitude

**8/28/00 – 12/9/01**

**Client Coordinator/Client Partnering Coordinator**

- Coordinated all activities for setting up client seminars from drafting initial contracts, coordinating training dates, locations and trainers, to ordering training materials
  - Provided support for sales reps and their client development by ordering promotional materials, products, and services as well as coordinating registrations for seminars, workshops and special events
  - Responded to all client inquiries from tracking shipments to invoicing issues
  - Created and formatted new or existing contracts, proposals, PowerPoint presentations, and Excel data dumps
  - Updated and maintained client information in our CRM (Siebel and SalesForce)
  - Maintained an up-to-date familiarity with the extensive Blanchard Product Line
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- Contributed to the documentation and consistency of processes for Client Coordinators
  - Developed and delivered Siebel training & voice mail training for new hires within the department.
  - Provided general PC troubleshooting and assistance as needed with Microsoft products such as Outlook, Excel, Word and PowerPoint within the department

**12/16/98 – 8/27/00**

**Help Desk Technician/Instructor**

- Troubleshoot all software/hardware calls
- Contribute to the New Employee Orientation Program
- Provide 1-on-1 instruction for the MS Office products
- Developed IT training programs and supporting documentation

**EDUCATION**

AA – Brooks College, Long Beach, CA  
Studied Business Math & Programming – Grossmont  
Jr. College, San Diego, CA

Completed MS certified courseware: “Implementing &  
Supporting Microsoft Win95”

Executrain Certified Instructor

**Special Skills**

- *Published author – six books*
- *Create/maintain WordPress site*
- *Blanchard Program Certificates: DiSC, SSL, SLII*
- *Well versed in Social Media: FB and FB Ad Manager, Twitter, Instagram,*

**Software Knowledge**

*See attached list*

**References**

*Available upon request*

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## Software Applications Knowledge 1998 – Current

Name	Versions Currently Using
Active Inspire for the Promethean Board	1.8.64531, 2.3.6594
Adobe Acrobat	XI Pro
Air Server (iPhone)	Current cloud based version, 2015
Animoto (Video creation for social media)	Current 2018
AsureSpace Meeting Room Manager	Current cloud based version, 2015
Canva	Current 2018
Captivate	3.0
Citrix	ZenDesktop 7.5
DropBox	Current cloud based version, 2015
FileZilla Client	3.9.0.6
MailChimp	Current 2018
MS Excel	2007, 2010
MS Outlook	2007
MS OWA and Outlook 365	Current web and cloud based version, 2015
MS Paint	Current with Windows 8.1
MS PowerPoint	2007, 2010
MS Project	2007
MS Word	2007, 2010
Navision (Order entry)	2009R2; currently learning RTC2009
PhotoImpact	Pro 13
Qualtrics	Current web based version, 2015
Salesforce	Current cloud based version, 2015
ScanPro(iPhone)	5.5.4
Scribus – Desktop Publishing	1.4.5
SharePoint	2010
Siebel	10.0
Snagit	12.3.1
UltiPro (payroll and PTO only)	
Windows	XP, Vista, 2007, 8.0, 8.1
WebEx	Current web based version, 2015
WordPress: I have created and maintain 4 personal sites	Current web based version, 2015
Zoho	2017

Familiar with the following:
1. Bitly 2018
2. GoTo Meeting
3. MS Office 2010, 2013, 2016
4. Photo Impact
5. PC Paintbrush
6. Quick Books, Home Business, 2018
7. Windows 2010

## Software Applications Knowledge Pre – 1998

Product Name	DOS Version	Windows Version	Win 95	Macintosh Version
1. Access		2.0	7.0, '97	
2. Word Perfect	4.2, 5.1, 6.0	5.1, 5.2, 6.0, 6.1	7.0	2.0, 3.0
3. Word		2.0, 6.0	7.0, '97	2.0, 5.0
4. Ami Pro		3.0, 3.1	4.0,	
5. MS Mail		2.0, 3.0		
6. WordPerfect Office (Groupwise)	3.0, 4.0	4.0	5.0, 5.1	
7. Lotus	2.2, 2.3, 3.0, 3.1	1.0, 4.0, 5.0		
8. Quattro Pro	3.0, 4.0, 5.0	1.0, 5.0	7.0	
9. Excel		4.0, 5.0	7.0, '97	4.0, 5.0
10. Project		4.0	4.1, 4.2	
11. Harvard Graphics	3.0			
12. PowerPoint		4.0	7.0, '97	4.0
13. Freelance Graphics		2.1		
14. FoxPro		2.5b		
15. Ventura Publisher	2.0	3.0		
16. DOS	3.30, 5.0, 6.XX			
17. Windows		3.XX	'95	
18. Schedule Plus			7.0	
19. Windows 95				
20. MS Exchange			4.0, 4.1	
21. Outlook			95, 97	
22. Navision				
23. Marketforce				
24. Siebel				
25. Citrix Client			X	X

### Familiar with the following:

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|------------------------|
| 8. Windows NT 4.0      |
| 9. Lotus Approach      |
| 10. Lotus Notes        |
| 11. PageMaker          |
| 12. PC Paintbrush      |
| 13. Lotus Organizer    |
| 14. Eudora             |
| 15. MS I.E. 4.0        |
| 16. Netscape Navigator |
| 17. Novell 3.11        |
| 18. Quicken            |
| 19. Windows 98         |
| 20. Platinum           |
| 21. Norton 5.0         |
| 22. Project 98         |